# Enquries, complaints and feedback policy overview

There is no wrong door for how you can contact us and we welcome all enquires, feedback or complaints about the National Disability Insurance Scheme (NDIS).

Our Enquires, feedback and complaints policy explains how people can contact us about:

* enquiries
* feedback
* complaints.

## Our commitment to you is:

1. We will be transparent
2. We will be responsive
3. We will be respectful
4. We will be empowering
5. We will be connected.

### How we manage your enquiries, feedback and complaints

Step 1: We will tell you within one day that we have received your enquiry, feedback or complaint.

Step 2: When we receive your enquiry, feedback or complaint, we need to work out how we can help. We might suggest support from outside of the NDIS to help you.

Step 3: We will contact you within 2 days to let you know how we are managing your enquiry, feedback or complaint. We might ask you for more information to help us.

Step 4: The first staff member who you talk to will try to help you with your enquiry, feedback or complaint. If we need more time, we will tell you what we need to do and who will contact you next.

Step 5: We will make sure to keep in contact with you.

Step 6: We will contact you when we finish managing your enquiry, feedback or complaint. We will help you with most problems within 21 days. Some problems may take longer.

**Step 7:** We can tell you who to contact if you are not happy with our decision or how we managed your enquiry, feedback or complaint.

**Step 8:** After we finish managing your enquiry, feedback or complaint. We will use your feedback to improve the way we do things.

### How to tell us what you think

Online feedback form: [www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form](http://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form)

Email: [enquires@ndis.gov.au](mailto:enquires@ndis.gov.au)

Telephone: 1800 800 110

Webchat: <ndis.gov.au>

Write to us: National Disability Insurance Agency, GPO Box 700, Canberra, ACT