

Complaints



03 9340 5100

admin@idsa.org.au

www.idsa.org.au



You have a right to make a complaint about the service or support workers from IDS.



Anyone can make a complaint and have help to make a complaint. You can ask someone to help you with the complaint such as an advocate.



You can complain to us by phone: 03 9340 5100, email: feedback@idsa.org.au or by filling out our online form: www.idsa.org.au/feedback. You can also tell your Support Worker.



We will listen to your complaint and treat you with respect. We will give you a time to talk about your complaint.



Hopefully we can fix your complaint quickly.



If we cannot fix your complaint, we may investigate it further.



We will try to resolve your complaint within 14 days.



We will let you know the outcome of your complaint and if there are any more steps to take.



If you are unhappy, you can also complain to the NDIS Quality and Safeguarding Commissioner by phoning: 1800 035 544 or TTY 133 677. Interpreters can be arranged.