



In2Change.com.au

## Feedback, Compliments, Complaints and Disputes

**Your feedback is important because it helps us to think about what we do and how we provide better services to you.**

Feedback can be about things that have been done well by In2Change, or suggestions for how the service could be changed and improved, or when the service hasn't been what you expected, and you have a complaint.

If you have a problem with the service, we want to know so that we can try and fix it. It is okay to complain about the service, and if you do it does not mean we will stop working with you. We will deal with your complaint fairly, tell you what will happen with the complaint and talk with you about it.

Sometimes it is difficult to complain to the service provider directly, so you might need to get support from an advocate and that is a good thing to do. Below are the suggested steps you can take in making a complaint or giving feedback.

- Talk to your Support Coordinator or the Director of In2Change
- If you're not happy with the response talk to an advocate or another trusted person
- If you're not happy with the outcome contact the NDIS Commission on 1800 035 544
- 

An advocate can be contacted at: Speak Out Tasmania, Hobart, Postal address: 83 Melville Street, Hobart, 7000 Tasmania Phone: (03) 6231 2344 or [admin@speakoutadvocacy.org](mailto:admin@speakoutadvocacy.org).

The NDIS Quality and Safeguards Commission can be contacted on 1800 035 544 or you can complete an online complaint form at [www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints).