

Fact Sheet Complaints

At The Disability Trust we welcome your Complaints. We want to provide great services and need your help to do this. If you are not happy about your service, we want you to tell us so we can make it better. When you speak up you help improve services for everybody.



Things to know about making a complaint

- We want you to feel safe to make a complaint.
- We will take your complaints seriously.
- We will listen to you so we can understand your complaint.
- We will ask you questions so we can make the right decisions.
- If there are other people involved, we might question them.
- You do not have to tell anybody anything you do not want to.
- Your complaints are not shared without asking your permission first.
- It is important we help fix your complaint quickly.
- We want the best outcome for everyone.
- Your services will continue while we work on your complaint.



To make a complaint, you can:

- Talk to your support staff or a manager,
- Call our head office on (02) 4255 8000 or 1300 347 224,
- Email us at complaints@disabilitytrust.org.au
- Fill out a feedback form on our website disabilitytrust.org.au/about/feedback



After you make a complaint, we will tell you:

- Who is working on your complaint,
- Their contact details,
- How long we think it will take,
- We will give you regular updates.



If you are unhappy with the decision of your complaint contact:

- NDIS Quality and Safeguards Commission
1800 035 444,
- Commonwealth Ombudsman 1300 362 072,
- ACT Office of the Human Services Registrar
(02) 6207 5474,
- Victorian Disability Services Commissioner
1800 677 342.