

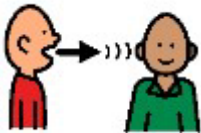
How to make a complaint



What is a complaint?

A complaint is when you are not happy and you tell someone the reason

A complaint can be anything about how we work with you



How to make a complaint?

You can talk about what is wrong with your coordinator

If you are still not happy you can talk to the boss at our office



How to contact us

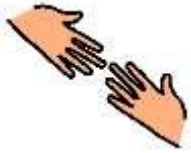
You can call us on 1300 476 977

You can email us at info@thegrowingspace.com.au

You can post to us at

PO Box 82

Mitcham SA 5062



When you make a complaint, we will

- Try to help you
- Be quick
- Tell you how long it will take



Privacy

Your complaint will be private

This means we will keep your details safe



If you are still not happy
or you do not want to talk to us
you can speak to the NDIS Commission

We can help you get an
Independent Advocate to help you



Call 1800 035 544

This does not cost anything from a landline

TTY 133 677

They can help with an interpreter



[National Relay Service](#) and ask for 1800 035 544.



Fill in a complaint contact form at
<https://www.ndiscommission.gov.au/complaints/report>