**WHAT IF THINGS ARE NOT RIGHT WITH YOUR NDIS SERVICE**

1. If your service doesn’t treat you right or follow the NDIS rules, you can complain to your service. You can ask for help from somebody to complain. Anyone, including members of the public, can complain about an NDIS service that doesn’t follow the rules.
2. If you don’t want to talk to your service, you can tell the NDIS Commission.
3. The NDIS Commission is the organisation that makes sure your service is treating you right. The Commission can make sure your service fixes the problem.
4. Ring the NDIS Commission on 1800 035 544 or go on the internet and fill in a Complaint contact form at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).
5. You don’t have to say your name when you ring up if you don’t want to.
6. Ask the Commission for an interpreter if you want one.
7. If your complaint is about your NDIS plan or about the money you get for NDIS, you need to ring a different organisation, the National Disability Insurance Agency on 1800 800 110.