

## Your Feedback



If you are not happy about your services or supports, let us know!



We take all feedback and complaints seriously and do our best to resolve them.



We will work hard to make sure any issues don't happen again.

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We will let you know we received your complaint within **3** business days - or sooner.



We will give you an official response within 21 days – or sooner if possible.



We respect your right to privacy and will keep your complaint confidential if you want.



You can make an anonymous complaint if you prefer.



You have the right to an advocate or support person.

We can help you find one or you could find yourself at the Disability Advocacy Finder.

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Contact us with your compliment, feedback, or complaint.



[info@mdnsw.org.au](mailto:info@mdnsw.org.au)



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Parramatta NSW 2124



[www.mdnsw.org.au](http://www.mdnsw.org.au)

If you are not comfortable speaking to us, you can contact the NDIS Commission.



1800 035 544  
or TTY 133 677



[Complaint Contact Form](#)



<https://www.ndiscommission.gov.au/about/complaints>