

## Filing Complaints or Disagreements

Forge Clarity PTY LTD

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### Note

Participants can first try to resolve issues with their provider, but can escalate complaints to the [NDIS Quality and Safeguards Commission](#) or request a review of NDIS decisions through the NDIS.

The NDIS has specific requirements for handling complaints and disagreements to ensure the safety, quality, and resolution of concerns for participants. The process involves initial discussion with the provider, escalating to the NDIS Quality and Safeguards Commission or the National Disability Insurance Agency (NDIA), and potentially external review bodies.

Non-NDIS clients can file a complaint with the practice and the Australian Counselling Association via: <https://theaca.net.au/aca-directories/lodge-a-complaint> The reason for filing a complaint this way is that the Director/Lead Therapist has a licence to practice counselling registered with the organisation.

## **NDIS Participants**

### **Requirements and Process**

#### **1. Talk to Your Provider:**

The initial step is to raise concerns directly with the NDIS provider if you feel comfortable doing so.

There is an anonymous feedback option here: <https://forgeclarity.com.au/documents>

Or as a client you will have the regular email that you can contact.  
[info@forgeclarity.com.au](mailto:info@forgeclarity.com.au)

Or participants can contact through the regular website contact form:  
<https://forgeclarity.com.au/contact>

#### **2. Participant Rights:**

You have the right to involve a family member, friend, or independent advocate to support you during this conversation.

#### **3. Escalate to the NDIS Quality and Safeguards Commission:**

If you are uncomfortable speaking directly with your provider, or if their response is unsatisfactory, you can make a complaint to the NDIS Quality and Safeguards Commission. The NDIS Commission handles complaints about the quality and safety of NDIS supports and services, including:

- Services that were not delivered in a safe or respectful way.
- Supports that were not provided to a satisfactory standard.
- How a provider handled a previous complaint.

You to complain directly to the NDIS Commission online or by phone located via:

<https://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker#paragraph-id-7580> or call 1800 035 544 or email [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

The Commission will assess the complaint, advise on the next steps, and may take compliance action in serious matters.

#### **4. Request a Review of a Decision:**

If you disagree with an NDIS access or planning decision, you can request an internal review within three months of the decision.

If you are unsure how to do so please check their website at <https://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker#paragraph-id-7580> or call 1800 035 544 or email [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Or you can contact the Commonwealth Ombudsman: If you are unhappy with how the NDIS Commission or the NDIA managed your complaint, you can raise your concerns with the [Commonwealth Ombudsman](https://www.ombudsman.gov.au/complaints) (<https://www.ombudsman.gov.au/complaints>)

## **5. Other Avenues:**

Depending on the specific issue, other bodies may be relevant, such as the police (for criminal matters), the Australian Competition and Consumer Commission (ACCC) for consumer law issues, or a disability advocacy agency.

If you are unsure how to proceed, you can talk to a trusted person, your NDIS planner, or any of the recommended spots above. If the practitioner you wish to make a complaint or report a disagreement about is not with the NDIS you can contact the party their licence to practice is registered with. This will be either the Australian Counselling Association or the Psychotherapy and Counselling Federation of Australia or whichever party is relevant.