



Participant fact sheet 5

What to do if you are not happy with your specialist behaviour support provider

This fact sheet explains what to do if you are not happy with the supports and services received from your specialist behaviour support provider.

Talk to someone you trust. They can help you decide what steps to take next.

Talk to your specialist behaviour support provider if you feel safe doing so

- Talk to the NDIS provider about your concerns. Try to fix these concerns together.
- If you are not happy with their response, you can make a complaint or choose to end the service.

If you want to, make a complaint to the NDIS Commission

- You can phone from 9am to 5pm, Monday to Friday.
- 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged
- [National Relay Service](#) and ask for 1800 035 544.
- Complaints can also be made by completing an online [Complaint contact form](#).

If you want to, end the service or change your specialist behaviour support provider

- Your service agreement will say what you need to do. There may be a separate document called a cancellation policy.
- Look at [Participant fact sheet 3: Choosing a specialist behaviour support provider for information about how to find another provider](#).
- You can choose what information you want shared with the new provider.

More information

- [For Participants - Make a Complaint | NDIS Quality and Safeguards Commission](#)

General enquiries

Call: 1800 035 544 (free call from landlines). Our contact centre is open 9.00am to 5.00pm (9.00am to 4.30pm in the NT) Monday to Friday, excluding public holidays.

Email: contactcentre@ndiscommission.gov.au

Website: www.ndiscommission.gov.au