

It's OK to Complain



What is a complaint?

A complaint is telling someone that you are not happy or that you are uncomfortable with something.



What happens when you make a complaint?

ACS has a policy and procedure to follow when you make a complaint. This process maintains your privacy.



Who can make a complaint?

Anyone that engages with our services at ACS can make a complaint.



Investigating your complaint

ACS will involve you in the investigation of your complaint. We will seek your advise on how we could avoid the situation in the future.



Who can I complain to?

You have options when making your complaint. You can talk to us directly, or you can make your complaint via the NDIS comission. Information on how to do this is included in your Welcome Letter.

ACS bases it's complaints policy and management on NDS Risk Incidents and Complaints Management recomedations.