

# making a complaint

There are different regulatory bodies and commissions in Victoria that are responsible for managing complaints about disability service providers.

Complaint is about...	Regulatory body	Contact details
NDIA	Commonwealth Ombudsman	1300 362 072 <a href="http://ombudsman.gov.au">ombudsman.gov.au</a>
NDIS funded disability service provider	NDIS Quality and Safeguards Commission	1800 035 544 <a href="http://ndiscommission.gov.au">ndiscommission.gov.au</a>
DHHS or TAC funded disability service provider	Disability Services Commission	1800 677 342 <a href="http://odsc.vic.gov.au">odsc.vic.gov.au</a>
Disability Worker (Victoria)	Victorian Disability Worker Commission	1800 497 132 <a href="http://vdwc.vic.gov.au">vdwc.vic.gov.au</a>
Supported Residential Services (SRS)	DHHS	Email: <a href="mailto:srs@dhhs.vic.gov.au">srs@dhhs.vic.gov.au</a>
Public Mental Health Service	Mental Health Complaints Commissioner	1800 246 054 <a href="http://mhcc.vic.gov.au">mhcc.vic.gov.au</a>
Health Service	Health Complaints Commissioner	1300 582 113 <a href="http://hcc.vic.gov.au">hcc.vic.gov.au</a>
Disability Discrimination	Victorian Equal Opportunity and Human Rights Commission	1300 292 153 <a href="http://humanrights.vic.gov.au">humanrights.vic.gov.au</a>

In addition to contacting the relevant regulatory body, if you are responding to a complaint about a service provider regarding a criminal matter, this should be reported to **Victoria Police**. Any complaint regarding the suspected abuse, neglect or exploitation of a person under the age of 18 must be reported to **Child Protection** (<https://services.dhhs.vic.gov.au/reporting-child-abuse/>).

Exceptionally Complex Support Needs Program

[www.cohealth.org.au/ndis/exceptionally-complex-support-needs-program/](http://www.cohealth.org.au/ndis/exceptionally-complex-support-needs-program/)

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