



FEEDBACK AND COMPLAINTS POLICY INFORMATION

We aim to provide quality services to everyone we work with.

If you are not happy with our service, have ideas on making things better, or want to share a good experience, please get in touch.

If you feel comfortable, you are encouraged to raise your feedback, concerns or complaint with Designer Life first, as this is often the best way to have your issue resolved quickly. Designer Life has a formal complaints management and resolution system in place.

We welcome your feedback on:

- What works well
- Positive experiences you have had
- Things we could change or do better
- Experiences you are unhappy about

To provide feedback or to make a complaint, you can:

- Speak directly to a Designer Life Representative
- Call Designer Life to speak with the NDIS Customer Service and Complaints Manager on (07) 3333 2055
- Complete a complaint or feedback form and email it to ndis@designerlife.com.au or, post to PO Box 70, Strathpine QLD 4500

Make a complaint to the NDIS Quality and Safeguards Commission

If Designer Life is unable to resolve your concern or complaint, then you should seek further support. You may seek help from family, friend, or an independent advocate in making a complaint.

A complaint can be made to the NDIS Commission by:

- Phone: 1800 035 544 (free call from landlines)
- TTY: 13 36 77 (Interpreters can be arranged)
- Website: www.ndiscommission.gov.au

Make a complaint to the QLD Ombudsman

The Ombudsman can support you if you want to talk about a problem or make a complaint. It is free, independent, and can work with you to raise issues and solve problems you are experiencing with your service provider.

- Phone: 1800 068 908
- Email: ombudsman@ombudsman.qld.gov.au
- Website: www.ombudsman.qld.gov.au

Get in touch

Give us a call today if you have any questions or feedback about how we can support you. We look forward to working with you to achieve your goals and dreams.

Call on **(07) 3333 2055** to speak with the Designer Life NDIS Customer Service and Complaints Manager.

Email: ndis@designerlife.com.au

Mail: Designer Life, PO Box 70, Strathpine QLD 4500