



# THE COMMUNICATION CLINIC

## SPEECH PATHOLOGY SERVICES

### Making complaints



If you aren't happy with our services, you can tell us.



We will listen to your complaint.



We will work with you to try and fix the problem.



We want to make sure any complaints we get are handled in a way that gets a good result for everyone.



We will try our best to do what you need us to do.



We can't always make you happy with the outcome of your complaint  
or give you everything you want.



The NSW Government has people who can look into complaints  
about government agencies and the people who work for them.



You can contact them if you don't like the outcome of the complaint  
you have made.



A complaint can be made to the NDIS Commission by:

- Phone: **1800 035 544** (free call from landlines) or **TTY 133 677**. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.