

COMPLAINTS & FEEDBACK

At Gravity, we take all complaints and feedback seriously. We see them as an opportunity to improve on our service to our clients. We endeavour to take action in a structured way to ensure equity and equality for all involved. Any client or an NDIS participant may contact us:

- in person
- via a third party or on your behalf
- email
- anonymously
- phone

Once received, Gravity will review it and make every attempt to resolve the matter within 48 hours. If it requires notifying to a higher authority i.e. NDIS, Gravity will report accordingly. The complaint will be managed through Gravity's complaint management process to resolution. The complainant, and associate, will be informed of the outcome in writing.

NDIS Unsure about who to make a complaint to?

there is no wrong door

If you call any of our offices we will help you get to the right place

<p>I'm not happy with my disability service provider</p>	<p>Disability Services Commissioner (Victoria)</p>	<p>1800 677 342 complaints@odsc.vic.gov.au www.odsc.vic.gov.au</p>
<p>I'm not happy with the NDIA's actions</p>	<p>Commonwealth Ombudsman</p>	<p>1300 362 072 www.ombudsman.gov.au</p>
<p>I'm not happy with my community mental health provider</p>	<p>Mental Health Complaints Commissioner (Victoria)</p>	<p>1800 246 054 03 9032 3328 help@mhcc.vic.gov.au www.mhcc.vic.gov.au</p>