



Feedback and complaints

We value your thoughts to help us improve our services.

We will listen respectfully and respond quickly to any feedback you wish to share.

How do I give feedback?

You can share feedback or complaints verbally or in writing.

Our contact details are below.

Love our service?

Our staff love to hear about the positive impact they have on peoples' lives. If you have something great to say about our staff or programs, please let us know!

For feedback:

admin@pinarc.org.au | 1800 746 272

Not happy? Please make a complaint if you are not happy with our service, it will not negatively affect the support or services we provide to you.

What happens next? If you are sharing a complaint, our staff are trained to help you wherever they can. When they can't, you will hear from a senior person within 2 business days to speak further. We will look into the issue and work closely with you until the issue is resolved.

Still not happy? At any stage of a complaint, you can raise the issue with the NDIS Quality and Safeguards Commission: www.ndiscommission.gov.au/about/complaints.

If your complaint is about a worker, you can also contact the Victorian Disability Workers Commission: www.vdwc.vic.gov.au. You can use an advocate to support you at any time, especially if your complaint is a serious allegation of abuse, neglect or sexual assault.

For complaints:

complaints@pinarc.org.au | 1800 746 272

To provide feedback anonymously please use the contact form on our website: www.pinarc.org.au