



Feedback and Complaints

i'ara Specialist Support Coordination

We want to hear from you, whether it's a compliment, a suggestion, or a complaint. Your feedback helps us do better.

How to Give Feedback or Make a Complaint

You can give feedback or make a complaint in whatever way is easiest for you:

- Talk to your Support Coordinator directly.
- Email us at hello@iarasupport.com.au.
- Call our office.
- Ask a family member, friend or advocate to contact us on your behalf.

You can make a complaint anonymously if you prefer. Let us know if you'd like your complaint kept anonymous, and we will do everything we can to look into it without identifying you.

What Happens Next

- We will acknowledge your complaint within one working day, where possible.
- We will listen to your concerns, and let you know about your right to bring an advocate or support person into the process.
- We will look into what happened and work out the best way to resolve it.
- We will let you know the outcome and any options you have if you're not satisfied.

Making a complaint will never affect the supports you receive from us.

If You're Not Satisfied

If you're not happy with how we've handled your complaint, you can contact the NDIS Quality and Safeguards Commission:

- Phone: 1800 035 544
- Website: [ndiscommission.gov.au](https://www.ndiscommission.gov.au)

You don't need to raise it with us first. You can contact the NDIS Commission at any time.

*i'ara Specialist Support Coordination, Iara Support Services Pty Ltd (ABN 83 603 688 348), NDIS Registration 4050078987.
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