

Feedback and Complaints

Tell us what is working well or what needs to change. You can raise a concern without being treated unfairly or losing support because you made a complaint.

How to contact us

Email hello@anchorsupportgroup.com.au, call 1800 601 830, or speak with a member of our team. You do not need to use a special form to tell us something is wrong.

You can choose not to give your name. We will still consider your concern, although it may be harder to investigate or provide you with an update.

You can have support

A family member, friend, advocate or another person you choose can help you make a complaint. Tell us how you prefer to communicate and whether you need help understanding information.

What happens next

We will listen, record your concern and acknowledge your complaint within two business days of receiving it. This confirms receipt; it does not mean the complaint will be resolved within that time. We will discuss what happened and what you would like to happen next.

We will look into the concern fairly, explain the next steps and keep you informed. We will explain the outcome and any action we take. If you are unhappy with the outcome, you can ask for a review or seek help outside Anchor.

If your concern is about the person handling the complaint, tell us so another appropriate person can handle it. Information is shared only where needed to handle the complaint or where the law requires it.

Help outside Anchor

You can contact the NDIS Quality and Safeguards Commission directly about the quality or safety of NDIS supports. You do not need our permission.

Call 1800 035 544. If using the National Relay Service, ask for this number. Interpreters can be arranged through the Commission.

<https://www.ndiscommission.gov.au/complaints/report>

In an emergency

Call 000 if someone is in immediate danger or needs emergency assistance. Do not wait for a response to an email or complaint.