



# How to make a complaint to Sylvanvale

Everyone has the right to make a complaint.

You can make a complaint in 5 ways.



- 1** Tell a Sylvanvale staff member that you feel comfortable with.  
They will help you fill out a complaint form.



- 2** Contact our Service Planning Team.
  - Call **1300 244 577**
  - Email **customers@sylvanvale.com.au**



- 3** Fill out a form on our website at **www.sylvanvale.com.au/contact**



- 4** If you need an advocate to help you make a complaint contact People with Disability Australia.
  - Call **1800 422 015**
  - Email **pwd@pwd.org.au**



- 5** Contact the NDIS Commission
  - Call **1800 035 544**
  - or visit the website **www.ndiscommission.gov.au**