

Attachment to Decision letter for Ms Karen Reynolds

Document created for Item 15

15 How many complaints you have received about alleged wrongdoing by disability service providers

For the time period 1 July 2018 to 31 December 2020, the NDIS Commission received a total of 9,622 complaints against NDIS providers.

It is important to note that complaints do not necessarily signify wrongdoing by an NDIS provider, but rather dissatisfaction on behalf of the complainant or NDIS participant.