# Podcast Show Notes – Quality and Safeguards: Complaints process – accessible version

This episode featured Dave Relf, Victorian Manager, Quality and Safeguards, and Victorian Disability Services Commissioner, Arthur Rogers speaking about the role of the Disability Services Commissioner and the changes to complaints processes that will come into effect from the 1st of July. Below are the key items that were referenced in the episode. Click on the hyperlinks to learn more:

 [NDIS Commission website](https://www.ndiscommission.gov.au/)

[DHHS Quality and Safeguards page](https://www.vic.gov.au/ndis-quality-and-safeguards)

[NDS Quality and Safeguards page](https://www.nds.org.au/resources/ndis-quality-and-safeguards)

[NDS Victorian Quality and Safeguards Page](https://www.nds.org.au/resources/quality-and-safeguarding-for-victorian-providers)

[Disability Services Commissioner website](https://www.odsc.vic.gov.au/)

[Information from the DSC about where to make a complaint](https://www.odsc.vic.gov.au/ndis/)

[How to make a complaint to the NDIS Commission](https://www.ndiscommission.gov.au/about/complaints-feedback/complaints)

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