

# Complaints / Feedback Form

Complaints & other feedback made by all parties are welcomed, acknowledged, respected and well-managed to improve service provision delivery verbally or written to ATDS Sargon Elya 9013 3940. You can also choose to make your complaint directly to NDIS commission 1800035544 or VALID Phone: 03 9416 4003.

Fill in the details of the person who is making the complaint/ providing feedback.

<b>Name of Person</b>	
<b>Address</b>	
<b>Phone</b>	
<b>Email</b>	
<b>My preferred contact method is</b>	

If you are making the complaint/feedback on behalf of another person provide the following details.

<b>Your Name:</b>	
<b>What is your relationship to the person?</b>	
<b>Does the person know you are making this complaint/providing feedback?</b>	
<b>Does the person consent to the complaint/feedback being made?</b>	

Who is the person, or the service about whom you are complaining or providing feedback about?

<b>Name</b>	
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Contact Details (if known)

**What is your Complaint/Feedback about?**

Provide some details to help us understand your concerns. You should include what happened, where it happened, time it happened and who was involved.

*Supporting Information*

*Please attach copies of any documentation that may help us to investigate your complaint/feedback (for example letters, references, emails).*

**What outcomes are you seeking as a result of the complaint/feedback?**

**OFFICE USE ONLY**

<b>Complaint received by</b>	
<b>Date received</b>	
<b>Action taken or required</b>	
<b>Date action completed</b>	
<b>Signature</b>	