

CLIENT FEEDBACK AND COMPLAINTS FORM

CLIENT DETAILS	
Name	Phone
Email address	
Postal Address	
Or <input type="checkbox"/> I am making this complaint anonymously Please note that if you are making your complaint anonymously we may be unable to respond to your complaint and let you know what is happening.	
<input type="checkbox"/> I am making a complaint	<input type="checkbox"/> I would like to provide feedback
Fill in this box if someone is assisting you to complete this form. Please note that by listing a representative, you are giving Guiding Pathways authority to liaise with this representative on your behalf.	
Name of representative	
Postal Address	
Organisation	
Phone	
Email address	
Details of complaint/feedback	
Date the problem or concern arose	
Who was involved?	
<p>*Please some details to help us understand your concerns. You can include what happened, where it happened and who was involved or the decision you are unhappy about. Or Please let us know what feedback you would like to provide us.</p>	

*What outcome(s) are you seeking? Do you want us to change anything in the future?

How would you like us to let you know about the progress of your complaint/feedback?

To me	To my representative
<input type="checkbox"/> In person	<input type="checkbox"/> In person
<input type="checkbox"/> By phone	<input type="checkbox"/> By phone
<input type="checkbox"/> By email	<input type="checkbox"/> By email
<input type="checkbox"/> By mail	<input type="checkbox"/> By mail

Please attach any supporting information

You can also give feedback to the NDIS Commission:

They take feedback or complaints about services that you are not happy with.

You can call them on: 1800 035 544.

Or you can call the National Relay Service and ask for 1800 035 544.

You can also do this online here: <https://www.ndiscommission.gov.au/participants/complaints>.

You can also call the NDIA on 1800 800 110.

You may seek support from family, a friend or an independent advocate when making a complaint. For further information about disability advocacy please visit the NDIS Commission website.