



If you have a concern or complaint about your current NDIS support or services provided by Phoenix Community Project inc, it's important to talk about it. Fill out this complaint form below and we will respond to you within 3 business days.

A complaint may be made on an anonymous basis. You can make an anonymous complaint:

- (a) by calling us on 02 95765045 and stating that you wish to make an anonymous complaint (so we don't ask you to identify yourself); or
- (b) by filling out this Feedback and Complaints Form but not including your name and the other details in the table below as these may identify you and post it to 1/49-51 Eton St, Sutherland NSW 2232.

**1. Please provide your details:**

<b>Today's date</b>	
<b>First name</b>	
<b>Last name</b>	
<b>Telephone (e.g. 0299999999)</b>	
<b>Email address (e.g. name@company.com)</b>	
<b>I am a</b>	Participant / Family member or friend / Advocate / Carer / Staff Member / Other

**2. Are you making this complaint on behalf of a person with disability? \***

- Yes
- No

**3. Do you require any help with communication or any other form of support? e.g Interpreter?**

- Yes
- No

<b>If you require help, please provide details of the help you need</b>	
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4. Please provide details of your complaint.

<b>Details of your feedback/complaint</b>	<i>(Please attach further pages to this form if your description does not fit in this box)</i>
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5. Rights to access advocates

You may seek support from family, a friend or an independent advocate in making a complaint. If you require an advocate or representative, please let us know and we would be pleased to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives.

6. How to make a complaint to the NDIS Commission

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Visiting <https://www.ndiscommission.gov.au/about/complaints> and completing a [complaint contact form](#).

The NDIS Commission can take complaints about:

- services or supports that were not provided in a safe and respectful way
- services and supports that were not delivered to an appropriate standard

You can make a complaint to the NDIS Commission on an anonymous basis.

7. More information

- Fact sheet: How to make a complaint
- Video: Understanding complaints

The NDIS Complaints Management Resolution Guidance provides more detailed information about the NDIS Commission's complaints process.

<b>Approved By:</b> The board of Phoenix Community Project Inc	<b>Version:</b> 1
<b>Approval Date:</b> November 2021	<b>Next Scheduled Review:</b> November 2023

**8. Agreement**

*I agree that the information included in this Feedback and Complaints Form is true and correct:*

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*Signature*

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