

# New Horizon Brace & Limb Service



## Complaints, Compliments & Feedback Form

New Horizon BLS is committed to providing the best possible service to all our clients, family, care providers and Medical professionals. We value your feedback so we can improve the services we provide.

Please let us know what we do well and where we can improve our services.

|  |  |                                   |
|--|--|-----------------------------------|
| Let us know your response / feedback below:  |  |                                   |
| <input type="checkbox"/> Complaint   | <input type="checkbox"/> Compliment                      | <input type="checkbox"/> Feedback |
| Personal Details:  |  |                                   |
| Do you wish to remain anonymous:   | <input type="checkbox"/> Yes <input type="checkbox"/> No |                                   |
| First name:  |  | Last name:                        |
| Address:   |  | State:                            |
| Telephone:   |  | Mobile:                           |
| Email:   |  |                                   |
| Feedback Information   |  |                                   |
| New Horizon BLS personnel feedback concerns:   |  |                                   |
| Please share any feedback or concerns. Include what led to making the complaint, compliment or feedback, the approximate dates and who was involved? |  |                                   |
|  |  |                                   |
| Have you had the chance to discuss your concerns with a member of New Horizon BLS staff or an NDIS representative?                                   |  |                                   |
| <input type="checkbox"/> Yes   | <input type="checkbox"/> No                              |                                   |



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New Horizon  
Brace & Limb  
Service

*If yes, please tell us with whom and what was the outcome?*

*What outcomes would you like as a result of providing your feedback?*

## Privacy

New Horizon BLS is committed to protecting your privacy. We collect and handle personal information that you provide on this form for investigating and responding to your complaint, compliment or feedback.

The New Horizon BLS Privacy Policy is available at [www.newhorizonbbs.com.au](http://www.newhorizonbbs.com.au)

If you choose to remain anonymous, New Horizon BLS may not be able to respond to your complaint, compliment or feedback.

If you wish to contact New Horizon BLS who are responsible for managing the personal information that you provide on this form, please email: [newhorizonbbs@gmail.com](mailto:newhorizonbbs@gmail.com)

## Declaration

*I declare the information I have provided is true and correct*

Signature:

Date:

