

CRAMLI Psychological and Behavioural Service

"Here with you every step of the way"



Complaints, Compliments and Feedback Form

The Team at CRAMLI is committed to providing the best possible service to people with disability, their families and friends. 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 support and services. CRAMLI is committed to protecting your privacy. We collect and handle the personal information that you provide on this form to investigate and respond to your complaint, compliment, or feedback. CRAMLI will only use your information in accordance with relevant privacy and other laws.

Please be advised that **compliments** may be used for marketing purposes to promote our CRAMLI services and support. No personal or identifying information will be used. Please let us know if you do not want your compliment to be published.

Please provide your details:

Today's date

Do you wish to remain anonymous:

☐ Yes ☐ No

Please advise if this is a complaint, compliment or feedback.

☐ Complaint ☐ Compliment ☐ Feedback

Full Name

First

Last Name

Contact Details

Phone:

Email:

NDIS No.

What is your Compliment/Complaint or Feedback about:

☐ The Practitioner ☐ The Provider – CRAMLI ☐ Other

Approved By: The board of CRAMLI Australia Pty Ltd

Version: 4

Approval Date: August 2024

Next Scheduled Review: August 2026

Your Feedback

1. How likely is it that you would recommend CRAMLI to a friend, family or members of the community?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

2. How would you rate the overall level of customer service provided by the practitioner/staff member?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

3. How would you rate the responsiveness of the staff member to your enquiries?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

4. Are you supported by CRAMLI to exercise choice and control? ☐ Yes ☐ No

5. Are the CRAMLI team respectful of your privacy and beliefs? ☐ Yes ☐ No

6. Have you been provided with information on how to give feedback or make a complaint?

☐ Yes ☐ No

7. Do you find the information provided on our website, service agreement and welcome letter clear and easy to understand? ☐ Yes ☐ No

8. How likely are you to use our services again?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

9. Do you have any suggestions or comments on how or what we can improve on?

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Do you know how to provide feedback or make a complaint? (verbal/ website/email/newsletter/ NDIS)

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.