

CRAMLI Australia Pty Ltd ABN 45 644 279 729

Feedback and Complaints Form

If you have a concern or complaint about your current NDIS support or services provided by CRAMLI Australia Pty Ltd, 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 +61359963804 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 U2/85 Slater Parade Keilor East, VIC. 3033.

1. Please provide your details:

Today's date	
First name	
Last name	
Telephone (e.g. 0299999999)	
Email address (e.g. name@company.com)	
I am a	Client / 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

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

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

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

Signature

6. 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.

7. How to make a complaint to the NDIS Commission

For NDIS Clients in New South Wales, South Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, 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

8. More information

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

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

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