



**As a verified NDIS service provide your feedback is important to us. We place a high value on feedback from our clients and the public generally.**

### Continence Specialist Services:

- encourages feedback about how we carry out our services
- takes a client-focused approach to how we deal with complaints about our services
- accepts complaints about our services verbally or in writing
- uses information from our compliments, feedback and complaints about our services to improve our services processes.

### Feedback, Questions, Compliments and Complaints

Depending on the nature of your feedback or enquiry, it may **take up to five days** for us to respond to you. If your matter is urgent, please call us on 0407518921

### What Type Of Information Are You Seeking Or Giving?\*

 (check the circle below)

- Compliment
- Complaint
- Feedback
- Suggestion

### What Service Does Your Query Relate To?\*

 (check the circle and write in the message section below)

- Community Care/Home Service
- Clinic Service

Message\*

Your Details   Name: First  Last

Thank You for Selecting One Or More Options:  Phone  Email  
 Email\* .....  
 Phone \*.....