

Client Complaints Form

We value your voice. If you are unhappy with any part of the service you or your family member is receiving, we encourage you to let us know. You can use this form to make a complaint. All complaints are taken seriously, treated confidentially, and will not affect your access to support.

1. Your Details (optional)

You can submit this form anonymously if you prefer.

Your name:

Participant name (if different):

Your relationship to the participant:

Phone or email (optional, so we can follow up):

2. Are you submitting this complaint on behalf of someone else?

Yes No

If yes, who are you submitting this complaint for?

3. What is your complaint about?

Please describe what happened and what your concerns are. Include any relevant dates, people involved, or details that may help us understand.

4. What would you like to happen to fix the issue?

5. Have you raised this issue before?

Yes No

If yes, what happened?

6. Do you need help to make this complaint?

Yes No

If yes, we can connect you with an advocate or help you complete the form.

7. Would you like us to contact you about this complaint?

Yes No

If yes, please make sure you've included your contact details above.

Next Steps:

- You can return this form by giving it to any team member, or emailing it to mattbakerbehaviour@gmail.com
- You can also make a complaint verbally, by phone, on 0447398703
- If you're not happy with our response, you can contact the NDIS Commission directly:
1800 035 544 or via www.ndiscommission.gov.au