



# AJH

## Disability & Health Services

Atypical ♦ Just ♦ Holistic

ABN 44 622 414 493  
NDIS Registration 4050027382  
Medicare Provider 4702622L

## FEEDBACK, COMPLIMENTS AND COMPLAINTS FORM

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by AJH Disability & Health Services and is seen as an opportunity for improvement. Please let us know what you think!

<b>This is a</b>	<b>COMPLIMENT</b>	<b>COMPLAINT</b>	<b>COMMENT</b>
<b>I am a</b>	<b>Participant</b>	<b>Family Member</b>	<b>Staff Member</b>
	<b>Staff Member on behalf of a participant</b>		<b>Participant Representative</b>

**Please tell us about your experience at AJH Disability & Health Services**

**Please share your ideas or suggestion with us**



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Would you like us to follow up with you on your feedback?

YES

NO

If Yes, please provide your details below

Full Name

Phone no

Email

### Feedback, compliments and complaints can be lodged in either way by;

Directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form

By email to [info@ajh.org.au](mailto:info@ajh.org.au)

By phone to Amanda Hendren (Director & Service Delivery Manager) on 0419 688 450 or  
Lauren Pennisi (HR & Operations Lead) on 0460 298 046

In writing to Vitality Village, Unit 203/5 Discovery Court, Birtinya QLD 4575

Your complaint will be formally acknowledged within 3 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by AJH Disability & Health Services to continuously improve our service delivery.

### Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from AJH Disability & Health Services' Director, or alternatively through any of the following agencies:

#### NDIS Quality and Safeguards Commission

Online: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au); and

Phone: 1800 035 544.

#### Australian Human Rights Commission

Phone: 1300 656 419; and

Online: [www.humanrights.gov.au](http://www.humanrights.gov.au).



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Participants also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms.

The ACT Office of Fair Trading (within Access Canberra, [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)) provides information and advice about customer disputes under the ACL.

### Queensland Ombudsman

Phone: 1800 068 908;  
Online: [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au);  
Post: GPO Box 3314, Brisbane QLD 4001.

### Queensland Human Rights Commission

(for complaints relating to human rights and discrimination):  
Online: [www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au);  
Phone: 1300 130 670;  
Email: [info@qhrc.qld.gov.au](mailto:info@qhrc.qld.gov.au); and  
Post: to a local office.

Participants also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Fair Trading Queensland provides information and advice about customer disputes under the ACL.

### Complaints about AJH Disability & Health Services Short Term Accommodation

Participants in Supported Independent Living services or other accommodation arrangements can be supported by the Queensland Community Visitor Scheme. Community Visitors are coordinated by the Queensland Office of the Public Guardian. They visit disability accommodation, mental health services, private hostels, Forensic Disability Service Community Care Units, Registered NDIS Providers and unregistered NDIS Providers in the case of children. Their role is to make inquiries and lodge complaints for, or on behalf of, residents of these accommodation services. Further information can be provided by the Office of the Public Guardian on 1300 653 187.

In addition, participants can contact the Australian Securities and Investments Commission (ASIC) if they have concerns regarding consumer protection in relation to finances.

### Complaints About the NDIA

Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.

Complaints to the NDIA can be lodged:

- by phone on 1800 800 110; and
- by email to [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au).

Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:

- by phone on 1300 362 072; and
- online at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

**Thank you for taking the time to provide feedback about our service**