

WFT Feedback and Complaints Form for NDIS Participants

Participant Name: _____

NDIS Number: _____

Date: _____

Support Coordinator (if applicable): _____

Preferred Contact Method (Phone, Email, Face-to-Face):

1. Type of Feedback or Complaint:

- Feedback
- Complaint

2. Details of Feedback/Complaint:

Please provide a brief description of your feedback or complaint. Include relevant details such as dates, people involved, and any specific concerns:

3. How Would You Like Us to Address This?

Please let us know how you would like WFT to respond to your feedback or complaint:

4. Have You Discussed This With Anyone at WFT Before?

- Yes (Please provide details):

- No

5. Would You Like a Follow-Up?

- Yes
- No

If yes, please provide your preferred contact information:

Phone/Email:

6. Signature:

Participant Signature: _____

Date: _____

Office Use Only:

- **Date Received:** _____
- **Received By:** _____
- **Action Taken:** _____
- **Outcome:** _____
- **Follow-Up Required:** Yes No
- **Date Resolved:** _____

WFT Feedback and Complaints Form for Staff

Staff Name: _____

Position: _____

Date: _____

1. Type of Feedback or Complaint:

- Feedback
 - Complaint
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2. Details of Feedback/Complaint:

Please describe the nature of your feedback or complaint. Include relevant details such as dates, involved parties, and any specific issues:

3. Suggested Action or Resolution:

Please provide any suggestions or actions you believe could resolve the issue:

4. Have You Discussed This With Your Supervisor?

- Yes (Please provide details):

 - No
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5. Would You Like a Follow-Up?

- Yes
- No

If yes, please provide your preferred contact information:

Phone/Email:

6. Signature:

Staff Signature: _____

Date: _____

Office Use Only:

- **Date Received:** _____
 - **Received By:** _____
 - **Action Taken:** _____
 - **Outcome:** _____
 - **Follow-Up Required:** Yes No
 - **Date Resolved:** _____
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These forms are designed to help WFT gather and address feedback or complaints from both participants and staff efficiently, ensuring that all concerns are documented and resolved in a timely and respectful manner.