

FEEDBACK AND COMPLAINTS FORM

Compliments, complaints, and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Able-iQ and is seen as an opportunity for improvement. Please let us know what you think.

This is a Compliment Complaint Comment

I am a Participant Family Member Staff Member

Staff member on behalf of a participant

Participant Representative

Other: _____

Making this complaint anonymously.

While anonymous complaints are welcomed, it is important to note that the ability to investigate and address the concerns raised may be limited due to the lack of contact information further communication or clarification.

I am making this feedback/ complaint anonymously.

Yes No

If, yes, please leave the personal information sections blank.

I am making this feedback/ complaint on behalf of another person.

Yes No

If you are making the complaint/ feedback on behalf of another person provide the following details.

What is your relationship to the person?

Does the person know you are making this complaint / providing feedback?

Does the person consent to the complaint / feedback being made?

Preferred contact method?

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Please tell us about your experience at Able-iQ:

Please share your suggestions:

Would you like us to follow up with you on your feedback? Yes No

If yes, please provide your details below:

Full name _____

Phone _____ Email _____

Feedback, compliments, or complaints can be lodged by:

- speaking directly with an Able-iQ staff member or giving an Able-iQ staff member a completed *Feedback and Complaints Form*
- emailing feedback@able-iq.com.au
- online at www.able-iq.com.au
- phoning 0431 091 354
- in writing to PO Box 2153 Ellenbrook WA, 6069 or

If you do not want to make a complaint directly to Able-iQ or are not happy with how Able-iQ has responded to your complaint you can complain to the NDIS Quality and Safeguards Commission (NDIS Commission).

Complaints to the NDIS Commission can be lodged:

- Phone: 1800 035 544
 - Phone hours services are currently available Monday to Friday (excluding public holidays) between 9am – 5pm for all States and Territories (except for the Northern Territory, available until 4:30pm)
- Online: <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

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Where required, Able-iQ will assist people making a complaint, or people with disability affected by a complaint, to contact the NDIS Commission or other complaints body.

Able-iQ's Director will also support people making or impacted by a complaint to contact an advocate (if they wish to do so) to support them through the feedback and complaints process.

Complaints will be formally acknowledged within 2 working days. All complaints will be responded to as quickly as possible, and within 28 days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, the complainant will be provided with an update, including when a full response can be expected.

All feedback and complaints will be used by Able-iQ to continuously improve service delivery.

Office Use Only

Monitoring Review

Complaint Received by:

Date Received:

Investigation Actions Undertaking:

Action taken or required:

Continues improvement action taken:

Date action completed:

This *Feedback and Complaints Form*, along with Able-iQ's *Feedback and Complaints Policy and Procedure* will be formally reviewed at least annually by the Governing Body. Reviews will include participant, staff, and other stakeholder feedback.