



Feedback and Complaints Form

Purpose

Guidepost welcomes all feedback, including compliments, suggestions and complaints about our services and supports. Your feedback helps us understand what we are doing well and where we can improve, so that every participant receives the service they expect and are entitled to.

Your Details (optional)

You can remain anonymous if you prefer.

☐ I would like to stay anonymous

Name: _____

Phone: _____ Email: _____

Address (optional): _____

If you are giving feedback on someone else's behalf, please tell us who you are supporting and your relationship to them:

Preferred contact method (if you would like a reply):

☐ Phone ☐ Email ☐ Letter ☐ Other _____

Type of Feedback

☐ Compliment ☐ Suggestion ☐ Complaint ☐ General Comment

Date (if relevant): _____

Where did this occur? _____

What would you like to tell us?

(Describe your feedback, compliment or concern)

**What outcome would you like?**

(For example: a change, an apology, follow-up information, or no action needed)

Would you like someone to contact you about this?

☐ Yes ☐ No

Preferred time/day for contact: _____

Privacy and Confidentiality

Your information will be kept confidential and stored securely. It will only be used to manage your feedback or complaint. Anonymous feedback is also welcome.

How to Submit

You can send this form by:

Email admin@guidepost.com.au

Phone 0421 500 722

Post The Complaints Manager, PO Box 605, Duncraig WA 6023

Online www.guidepost.com.au

We acknowledge all complaints within two business days and aim to resolve them within 14 days.

You can ask for help from an independent advocate, or contact the NDIS Commission at any time on 1800 035 544 or visit www.ndiscommission.gov.au.