

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 [Business Name] 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: _____

Please tell us about your experience at Kids Physio Newcastle.

Please share your ideas or suggestions with us

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

If yes, please provide your details below:

Full name _____ Date _____

Phone _____ Email _____

- Feedback, compliments and complaints can be lodged:
- directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form;
 - by email to: marney@kidsphysionewcastle.com.au;
 - by phone on: 0400382468;
 - in writing to: PO Box 61, Stockton; or

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working 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 Kids Physio Newcastle 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 Kids Physio Newcastle's Director, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

- Online: www.ndiscommission.gov.au
- Phone: 1800 035 544.

Australian Human Rights Commission

- Phone: 1300 656 419
- Online: humanrights.gov.au

Fair Trading NSW

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Fair Trading NSW provides information and advice and, in some cases, dispute resolution services for customer disputes under the ACL.

Complaints to NSW Fair Trading can be lodged:

- Online: www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint
- Phone: 13 32 20

Finally, you can contact the Australian Securities and Investments Commission (ASIC) if you have concerns regarding consumer protection in relation to your finances. See <https://asic.gov.au/about-asic/contact-us/>.

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

Supporting Documents

Documents relevant to this policy:

- *Participant Rights and Responsibilities Policy and Procedure*
- *Feedback and Complaints Policy and Procedure*

Monitoring and Review

This Privacy Statement, along with Kids Physio Newcastle's *Feedback and Complaints Policy and Procedure* will be formally reviewed at least annually. Formal reviews will include participant, staff and other stakeholder feedback.

DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
1	7 th September, 2019	Director
Version History		
Version No.	Review Date	Revision Description