

## Complaint and Feedback Form

We welcome your comments and Feedback!

We are interested in hearing about things that we can improve, as well as what we are doing well. We take your privacy seriously and all feedback and complaints are treated with complete confidentiality.

### **What we will do with feedback you provide?**

Your feedback will be used to let our team know about your experience to ensure that good work is recognised. We will also use your feedback to try and improve aspects of our services that need addressing and attention.

### **What to expect**

If you choose to provide us with your contact details, we will acknowledge receipt of your feedback within a timely manner.

If you have raised an issue that requires investigation, you will receive a response in writing within 21 days.

If at any time you are not happy with our response, please don't hesitate to contact management on 0468 857 154, who can then escalate the issue.

### **How to submit this form**

You can post a completed form and send it to PO Box 190 JANINALI NSW, 2226. Or email a copy to [julio@therapeuticlink.com.au](mailto:julio@therapeuticlink.com.au)

If you feel that we have not handled your complaint appropriately, you are able to contact the NDIS Commission on the details below:

- Phone 1800 035 544 or TTY 133 677 – Interpreters can be arranged
- National Relay Service and ask for 1800 035 544
- Completing a complaint contact form on the NDIS Commission website – [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Please tell us what your experience has been like. Please provide as much information as possible.

Date:

Are you a:

- Participant
- Person responsible
- Guardian
- Service Provider/agency
- Other:

Name - you can remain anonymous:

Do you wish to be contacted about this feedback:

- Yes
- No

If so, please provide your best contact details: