

Feedback, Compliments and Complaints Form

If you have General Feedback, Complaint or Compliment about your current NDIS supports or services provided by Early Autism Services (EAS), it's important to talk to us about it. At EAS, we take all feedback seriously including General Feedback, Complaints and Compliments, we use this feedback for continuous improvement.

Please take the time to complete this form below to support EAS to obtain as much information as possible to support you. We will respond to you within 3 business days.

If your feedback is regarding a complaint: - We will take all reasonable steps to ensure that information provided in a complaint and during any complaints process is **kept confidential** and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances.

If the information contained in your responses in this form is for General Feedback or a Compliment, we will share this information with relevant parties.

General Feedback, Complaint or Compliment may be made on an anonymous basis. You can choose to remain anonymous throughout this process:

- by calling us on 0403 714 314 and stating that you wish to make an anonymous complaint (so we don't ask you to identify yourself); or
- by filling out this *Feedback Compliments and Complaints Form* but not including your name and the other details in the table below as these may identify you and post it to **P.O Box, 5039, Darling South, VIC 3145**.

Part 1: Please provide your details:

Today's Date: _____

First Name: _____

Last Name: _____

Telephone (e.g., 0456 XXX
XXX) _____

Email address
(e.g.,
name@company.com) _____

I am a: Client Carer Family Member or Friend

Advocate Staff Member Other

Part 2:

Are you providing this feedback on behalf of a person with a disability?

YES NO

Do you require any help with communication or another form of support? e.g
Interpreter

YES NO

If you require help, provide details of the help you need

Is the information you are about to provide:

General Feedback Complaint Compliment

Part 3: Provide Details

(Attach additional pages to this form if your description does not fit in the below boxes)

Details of your General Feedback/Complaint/Compliment:

Please advise what you would like to happen as a result of providing this feedback or raising a concern?

Part 4: Agreement

I agree that the information included in this Form is true and correct:

Signature

Part 5: Information**Rights to access advocates**

You may seek support from family, a friend, or an independent advocate in making a complaint. If you require an advocate or representative, please let us know and we would be pleased to cooperate with and facilitate arrangements for, advocates (including independent advocates) and other representatives.

How to make a complaint to the NDIS Commission

A complaint can be made to the NDIS Commission by

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](https://www.ndis.gov.au/relayservice) and ask for 1800 035 544.
- Visiting <https://www.ndiscommission.gov.au/about/complaints> and completing a complaint contact form.

The NDIS Commission can take complaints about:

- services or supports that were not provided in a safe and respectful way
 - services and supports that were not delivered to an appropriate standard
- You can make a complaint to the NDIS Commission on an anonymous basis.

More information

- [Fact sheet: How to make a complaint](#)
- [Video: Understanding complaints](#)

The NDIS Complaints Management Resolution Guidance provides more detailed information about the NDIS Commission's complaints process.

Part 6: Internal Use Only

Person responsible for managing complaint:

Reference Number: _____