

Compliments complaints and feedback - Template

Please tell us about your experience with us. We welcome and value your feedback as this helps us to improve our service, not only just to you but to every one of our valued participants and supports.

We take all complaints seriously and we do all we can to resolve any issues as soon as possible.

Is this a compliment? ☐ Is this feedback? ☐ Is this a Complaint? ☐

Name				
Are you a participant with Disability Support NSW?				
If not, please state role or relationship				
Phone				
Email				
Please rate your experience	Agreed	disagree	Not sure	N/A
Staff respect my opinions and decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff listen to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am being assisted and supported to identify and achieve my goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My privacy is respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am provided with enough information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am being supported in my recovery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My family or support network is involved in my planning (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability Support NSW is meeting my expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If this is a complaint, please describe your complaint				
If this is a complement, please describe your complement				
Other comments or feedback				



If you need help giving us feedback or making a complaint, you can have someone help you with this such as a family member or support worker or support coordinator. You can also give us a verbal complaint or feedback and we will complete this form on your behalf.

If you are not happy with the provision of services and wish to make a complaint about your services, you can also talk to NDIA on 1800 800 110 or you can send an email to enquiries@ndis.gov.au.

If you are not satisfied or prefer an alternative, you can contact the National Disability Insurance Agency by calling 1800 800 110, visit one of their offices in person, or by visiting [ndis.gov.au](https://www.ndis.gov.au) for further information.

Alternatively, you can contact a Disability Advocacy Service in your local area.

<https://www.qld.gov.au/disability/legal-and-rights/advocacy>. Please ask us if you need help to find these services.

Office use only

Management response		
Admin/Management checklist	Yes	No
If this is a complaint, have you responded and finalised the complaint	<input type="checkbox"/>	<input type="checkbox"/>
If there is a need for this to be escalated or reported elsewhere	<input type="checkbox"/>	<input type="checkbox"/>
If this is a compliment or feedback, have you passed it on to the appropriate people	<input type="checkbox"/>	<input type="checkbox"/>
Has this been documented in the appropriate register or file if applicable	<input type="checkbox"/>	<input type="checkbox"/>

Name	
Signature	
Date of completion	
Other Notes: 	