

CLIENT FEEDBACK AND COMPLAINTS FORM

Submit this form to us at admin@hypesupportservices.com

If you want to make this complaint anonymously you can contact the NDIS Commission on 1800 035 544

CLIENT DETAILS			
Name		Preferred Contact Details	
<p>Or <input type="checkbox"/> I am making this complaint anonymously Please note that if you are making your complaint anonymously we may be unable to respond to your complaint and let you know what is happening.</p>			
<input type="checkbox"/> I am making a complaint		<input type="checkbox"/> I would like to provide feedback	
Fill in the section below if someone is assisting you to complete this form			
Name of representative			
Organisation			
Phone			
Email address			
Details of complaint			
Date the problem or concern arose			
Who was involved?			
<p>Please provide some details to help us understand your concerns. You can include what happened, where it happened and who was involved or the decision you are unhappy about. Or Please let us know what feedback you would like to provide us.</p>			
What outcome(s) are you seeking? Do you want us to change anything in future?			
How would you like us to let you know about the process of your complaint?			
<input type="checkbox"/> In person	<input type="checkbox"/> By phone	<input type="checkbox"/> By email	<input type="checkbox"/> By mail

Please attach any supporting information

You can also give feedback to the NDIS Commission:

They take feedback or complaints about services that you are not happy with. You can call them on: 1800 035 544. Or you can call the National Relay Service and ask for 1800 035 544. You can also do this online here: <https://www.ndiscommission.gov.au/participants/complaints>. You can also call the NDIA on 1800 800 110.

You can have an Advocate or Representative with you when you make a complaint. They can give you support. To access information about Advocates you can visit this website:

<https://www.ndiscommission.gov.au/participants/disability-advocacy>

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