

## Compliment, Complaint & Feedback Form

We welcome all feedback that can help us improve the supports and services we provide, please complete this form, or follow this link <https://forms.gle/kHmbt3kXdBKoiUZR6> to complete online.

<input type="checkbox"/> Compliment		<input type="checkbox"/> Complaint		<input type="checkbox"/> Feedback	
Date reported					
Do you wish to remain anonymous?	<input type="checkbox"/> Yes (if Yes, skip Part A)		<input type="checkbox"/> No (if No, complete Part A)		
<b>Part A About you</b> (Person making the compliment, complaint, or feedback)					
Name:			NDIS Number:		
Address:					
Mobile:					
Email address:					
<b>Part B About the representative</b> (Fill in this box if you are filling this in on behalf of someone else)					
Name:					
Email:					
Mobile:					
Organisation you represent:					
What is your relationship to that person?					
Does the person know you are making this compliment/complaint/feedback?					
Does the person consent to the compliment/complaint/feedback being made?					
<b>Part D Your compliment, complaint, or feedback</b> (Person involved or representative to complete)					
Date it occurred:					
Please thoroughly describe compliment, complaint, or feedback, including who it's about, and the facts according to your experience.					

**Part E**      **Actions** what are you seeking as a result of providing this compliment, complaint or feedback? (Person involved or representative to complete)

**Compliment, Complaint or Feedback Process**

There are a number of avenues available for making a compliment, complaint, or providing feedback listed below:

- Call the office on (08) 9387 6881 to speak to the Client Relationship Manager for any compliment / complaint or feedback.
- Return completed form by email to [complaints@networkcms.com.au](mailto:complaints@networkcms.com.au), our senior managers are notified immediately.
- Contacting the contacts detailed in the Participants Service Agreement.
- Utilising the feedback tab on our website, which you can find here: <https://networkcms.com.au/feedback/>.
- You can also give feedback to the National Disability Insurance Scheme (**NDIS**): They take feedback or complaints about services. You can contact them on 1800 333 325 or complete the form provided at <https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>.
- The NDIS Quality and Safeguards Commission can also receive complaints about providers. Information is available at: <https://www.ndiscommission.gov.au/about/complaints>.

*Submit the Compliments, Complaints & Feedback Form via:*

**Email:** [feedback@networkcms.com.au](mailto:feedback@networkcms.com.au) **Post:** 1/434 Cambridge Street, Floreat WA 6014 **Fax:** (08) 9387 5797