

Complaints & Feedback Form

Complete and send to arshia@here4change.com.au.

Name of Company/ Organisation:	
Name of Customer/ Client:	
Name of Complainant & Position:	
Address:	
Telephone Number:	
Mobile Number:	
Email:	
Date of complaint:	Name of the person complained to:
Describe in detail the nature of your complaint:	
Describe the suspected causes of your complaint:	
Describe the first corrective actions to your complaint:	
Describe what actions can be taken to resolve your complaint:	
Describe what steps can be taken to avoid the reason for your complaint:	
Signature of the complainant:	Date:
Corrective Action Person:	Date:
Complaint recorded by:	Date:

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Here4Change aims to resolve any complaints that arise immediately. However, if at any stage the person making the complaint wishes to make further contact with the NDIS Commission or an Advocate Service regarding the complaints previously made to the provider (Here4Change), it is possible through the details below.

Here4Change wants to inform their clients, friends and family of the clients that at all times, the highest levels of support and assistance will be provided to any person who wishes to make a complaint and each person with a disability affected by an issue raised in a complaint when contacting the NDIS Commission or a Disability Advocacy.

THE NDIS COMMISSION:

Website: <https://www.ndiscommission.gov.au/about/complaints>

Phone: 1800 035 544 (free call from landlines) or TTY 133 677

Interpreters can be arranged

NDIS Commission Complaint Form:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

ADVOCATE SERVICE:

You may seek support from family, a friend or an independent advocate in making a complaint. For further information see: <https://www.ndiscommission.gov.au/participants/disability-advocacy>

To find an advocate in your area click here:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Here4Change will support finding a Disability Advocacy at any time and upon request.



 207A/30 Campbell St, Blacktown NSW 2148 | **ABN** 99 646 607 016