

**Feedback and Complaints Form**

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If you have a concern or complaint about your current NDIS support or services provided by You Care Group, it's important to talk about it. Fill out this complaint form below and we will respond to you within 3 business days.

**1. Please provide your details:**

*If you wish to make a confidential or anonymous complaint, it is better if you call us on +61401509527.*

<b>Today's date</b>	
<b>First name</b>	
<b>Last name</b>	
<b>Telephone (e.g. 0299999999)</b>	
<b>Email address (e.g. name@company.com)</b>	
<b>I am a</b>	Client / Family member or friend / Advocate / Carer / Staff Member / Other

**2. Are you making this complaint on behalf of a person with disability? \***

- Yes
- No

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

- Yes
- No

<b>If you require help, please provide details of the help you need</b>	
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**4. Please provide details of your complaint.**

<b>Details of your feedback/complaint</b>	<i>(Please attach further pages to this form if your description does not fit in this box)</i>
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<b>Approved By:</b>	The board of You Care Group Pty Ltd	<b>Version</b>	1
<b>Approval Date:</b>	September 2020	<b>Next Scheduled Review</b>	September 2022

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**5. Agreement**

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

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*Signature*

**6. How to make a complaint to the NDIS Commission**

For NDIS Clients in New South Wales, South Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, 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 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

**7. 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.

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