



## Complaint and Feedback Form

As a registered NDIS provider, you have the right to make complaints about our services and supports at any time.

To make a complaint, you can fill in this **Complaint and Feedback Form**. It will go to our Complaints Manager, Christine Neiland. We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System Policy.

If you prefer, you can make a complaint in other ways. We explain how at the end of this form.

Information requested	Details to be provided
Name (optional)	
NDIS number	
<p>What is your complaint about?</p> <p>Please give us as much detail as possible. If you do not have enough space, you can give us more detail on a different piece of paper.</p>	
Who is your complaint about?	
What do you want us to do?	
Do you have any documents you would like to share with us about your complaint?	<input type="checkbox"/> Yes (please attach to this form) <input type="checkbox"/> No

Information requested	Details to be provided	
Have you made a complaint about this matter to another organisation (e.g. to the NDIS Commissioner)?	<input type="checkbox"/> Yes Please provide details of the other organisation and any outcomes: <hr/> <input type="checkbox"/> No	
If you are complaining on behalf of someone else, please fill in this section:	Name (optional)	
	Relationship to the complainant	
	Does the complainant know you are making a complaint?	
	Does the complainant consent to the complaint being made?	
	Email address	
	Mobile phone number	
	Address	

Please complete and return this form to our Complaints Manager. You can contact our Complaint Manager on the below details:

Title - Operational Director, Christine Neiland  
Email - [feedback@rainbowcarehomeservices.com.au](mailto:feedback@rainbowcarehomeservices.com.au)  
Phone – 0422 834 087

We will handle your request following the steps in our NDIS Provider Complaints Management and Resolution System Policy. You can get a copy of this policy by getting in contact with our Complaint’s Manager.

- If you would prefer to make you complaint in a different way, you can make your complaint:
- by talking with us face-to-face.
  - by calling us on the phone
  - through your preferred Augmentative or Alternative Communication device or method
  - by email; or
  - by text message.

To protect your privacy, we do not recommend using social media like Facebook, Twitter or Instagram to make a complaint. But, if you make a complaint this way, we will still treat it as a complaint.