



Record of Complaint Form

Use this form to report a complaint as outlined in the [Feedback & Complaints Policy](#)

COMPLAINANT

Name _____

NDIS Number _____

Phone Number _____

Email Address _____

Home Address _____

Type of Complaint _____

Date complaint lodged _____

REPRESENTATIVE DETAILS (If Applicable)

Name _____

Relationship _____

Phone _____

Email _____

OVERVIEW

Types of Complaints:

- **Complaint:** A statement that something is unsatisfactory or unacceptable. – in the Feedback & Complaints Policy, a complaint will be identified as a minor issue, that can be settled promptly and will not involve a detailed investigation

- **General Complaint:** An expression of dissatisfaction with Collective Care actions, policies, procedures, processes, charges, employees, agents or services.

- **Notifiable Complaint:** A complaint that alleges a breach of the National Disability Insurance Scheme National Law Act and/or Regulations.

If you are not satisfied with the outcome of your complaint, you can ask us to reconsider your complaint and how it was handled.

Alternatively you can make a complaint to the NDIS Commission by either:

- Completing a complaint contact form
- Calling 1800 035 544

For more information, visit the [NDIS Commission website](#).

RECORDING THE COMPLAINT

What is your complaint about?

Provide the details of your complaint, including the specific issue, incident or conduct that is being complained about. It may be necessary to provide the details of your complaint to any specific person(s) who are the subject of your complaint.

Have you chosen to notify anyone prior to submitting this complaint?

Include any specific conversations or persons you have notified of your complaint i.e Support Coordinator, Representative, Support Provider, NDIS Commission.

What outcome are you seeking?

Include any specific options you have thought of that would help to resolve this complaint for you. Please note that Collective Care Supports cannot guarantee that your preferred outcome will be achieved.

Is this complaint serious in nature?

Where a complaint is serious it may be appropriate for the matter to be referred immediately to the **Director, General Manager**.

A serious complaint includes where:

- there is a serious risk to the health and safety of any person;
- the conduct complained of is unlawful; and/or
- there is evidence of serious prolonged or systemic issues.

Is your complaint of a serious nature and requires escalation to the Director, General Manager? Yes No

If yes, give details below.