Feedback and Complaints Form

We welcome all feedback, including complaints and compliments. If you have a complaint or concern about your current NDIS supports or services provided by Solmed Pty Limited, it is important to talk about it. Fill out this complaint from below, and we will respond to you within three business days.

We will endeavor to keep the information provided in your complaint confidential, unless required by law.

If you wish to make a complaint anonymously, you can do so:

(a) by calling us on 02 4721 0371 and stating that you wish to make an anonymous complaint (so we don't ask you to identify yourself); or

(b) by filling out this Feedback and Complaints Form, but not including your personal details in the table below as these may identify you and post it to Unit 10, 42-44 Abel Street, Jamisontown NSW 2750.
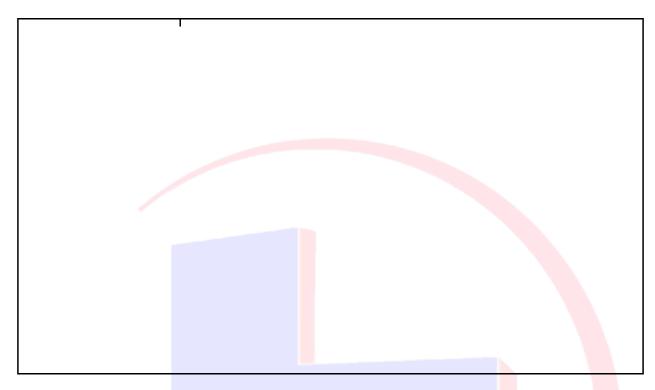
1. **Please provide the following information:**

Date	
First name	
Last name	
Telephone	
Email address	
I am a	

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

☐ Yes   ☐ No

3. **Do you require any help with communication? e.g. Interpreter or National Relay Service?**

☐ Yes   ☐ No

If you require assistance, please provide details	

4.   Please provide details of your complaint.

Details such as date and time the incident(s) occurred; outline of the issues involved.

5.   Please advise your desired outcome as a result of raising this concern/providing this feedback?

6.   Agreement

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

_____

Signature

7. To make a complaint to the NDIS Quality and Safeguards Commission:

- Phone: 1800 035 544 or TTY 133 677 (Interpreters can be arranged)
- National Relay Service and ask for 1800 035 544
- Visit https://www.ndiscommission.gov.au/about/complaints and fill out a complaint contact form

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard

8. Internal Use Only

Complaint Manager of person responsible for managing complaint	
Included in the Complaints Register?	
Reference number	