

Feedback & Complaints Form

We value your input and are committed to continuous improvement.

Your feedback helps us improve our services for all participants. You may submit this form anonymously. All complaints are handled confidentially in accordance with the NDIS Practice Standards and our Complaints Management policy.

YOUR DETAILS (Optional for anonymous feedback)

Name:

Phone:

Email:

NDIS Number:

Date:

TYPE OF FEEDBACK

Compliment

Suggestion

Complaint

General Feedback

YOUR FEEDBACK

Please describe your feedback, concern or complaint in detail:

What outcome are you seeking? (optional)

Would you like us to contact you about this feedback?

Yes, by phone

Yes, by email

No, I do not wish to be contacted

WHAT HAPPENS NEXT

- We will acknowledge your feedback within 2 business days.
- If your feedback requires investigation, we will provide an initial response within 7 days.
- We will keep you informed of progress (if you have provided contact details).
- All feedback is reviewed to identify opportunities for service improvement.

EXTERNAL COMPLAINTS

If you are not satisfied with how we handle your complaint, or if you prefer to raise your concern externally, you may contact:

- NDIS Quality and Safeguards Commission: 1800 035 544 | www.ndiscommission.gov.au
- Health Complaints Commissioner Victoria: 1300 582 113
- Office of the Australian Information Commissioner (privacy): 1300 363 992

PRIVACY NOTICE

Information provided in this form will be used solely for the purpose of addressing your feedback or complaint. Your information will be handled in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy. Anonymous submissions are welcome; however, we will be unable to provide you with updates or outcomes if no contact details are provided.

Signature (optional): _____

Date:

How to Submit This Form

Email: admin@supportlinktech.com.au

Post: Support Link Tech, 11 Snowsill Ct, Point Cook VIC 3030

Phone: 0420 418 888 (we can complete this form with you over the phone)