Feedback, Compliments & Complaints Form

# Compliments, complaints, and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Inclusive Plan Management and is seen as an opportunity for improvement. Please let us know what you think.

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| **This is a** | Compliment | Complaint | Comment |
| **I am a** | Participant | Family Member | Staff Member |
| Staff member on behalf of a participant | | |
| Participant Representative | | |
| Other: | | |

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| **Please tell us about your experience at Inclusive Plan Management** |
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| **Please share your ideas or suggestions with us** |
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| --- | --- | --- | --- | --- | --- |
| **Would you like us to follow up with you on your feedback?** | | | | Yes | No |
| If **yes**, please provide your details below: | | | | | |
| **Full Name:** |  | | | | | |
| **Phone :** |  | **Email :** |  | | | |

# Further Information

Feedback, compliments, and complaints can be lodged:

* directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form;
* by email to: [ndis@inclusiveassist.org](mailto:ndis@inclusiveassist.org)
* by phone on: (07) 3448 6365
* in writing to: PO Box 18 Kallangur QLD 4503

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by Inclusive Plan Management to continuously improve the delivery of our services.

**Escalating Complaints**

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Inclusive Plan Management’s Manager, or alternatively through any of the following agencies:

***NDIS Quality and Safeguards Commission***

Phone: 1800 035 544; and

Online: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au).

***Australian Human Rights Commission***

Phone: 1300 656 419; and

Online: [www.humanrights.gov.au](http://www.humanrights.gov.au).

***Queensland Ombudsman***

Phone: 1800 068 908;

Online: [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au);

Post: GPO Box 3314, Brisbane QLD 4001.

***Queensland Human Rights Commission (for complaints relating to human rights and discrimination)***:

Online: [www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au);

Phone: 1300 130 670;

Email: [info@qhrc.qld.gov.au](mailto:info@qhrc.qld.gov.au); and

Post: to a [local office](https://www.qhrc.qld.gov.au/contactus).

Participants also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. [Fair Trading Queensland](http://www.fairtrading.qld.gov.au/) provides information and advice about customer disputes under the ACL.