

Complaints, Compliments & Feedback Form

Determined2 is committed to providing the best possible service to people living with disability or injury. We value your feedback so we can improve the services we provide.

Please let us know what we do well and where we can improve our services.

What type of feedback are you providing today?			
<input type="checkbox"/> Complaint	<input type="checkbox"/> Compliment	<input type="checkbox"/> Feedback	
Personal Details			
Do you wish to remain anonymous?	<input type="checkbox"/> Yes		<input type="checkbox"/> No
First name:		Last name:	
Address:			
Telephone:		Mobile:	
Email:			

Feedback Information
Please share any feedback or concerns here. Include what led to making the complaint, compliment or feedback, the approximate dates and who was involved.

Did you discuss your concerns with Determined2 or another agency or person for assistance?

Yes No

If **yes**, please tell us with whom and what was the outcome?

--

What outcomes would you like as a result of providing your feedback?

--

If you are making a complaint, or giving us feedback, how would you like us to let you know about the progress?

<input type="checkbox"/> In person	<input type="checkbox"/> By phone	<input type="checkbox"/> By email	<input type="checkbox"/> By mail
------------------------------------	-----------------------------------	-----------------------------------	----------------------------------

Privacy

Determined2 is committed to protecting your privacy. We collect and handle personal information that you provide on this form for investigating and responding to your complaint, compliment or feedback.

Determined2 will only use your information in accordance with relevant privacy and other laws. For us to provide the best possible service, we may need to share your personal information with others, such as advocacy or health-related organisations or businesses, to assist with any concerns identified.

Please be advised that Determined2 may use and publish compliments to promote our services. No personal or identifying information will be used. If you do not want your compliment to be published, please let us know.

If you choose to remain anonymous, Determined2 may be unable to respond to your complaint, compliment or feedback.

If you wish to contact Determined2 about the information that you provide on this form, please call **0417 932 466** or email admin@determined2.com.au.

You also have the right to access your information and seek its correction under the *Freedom of Information Act 1982*. For information about making a Freedom of Information (FOI) application, please contact the Office of the Australian Information Commissioner on **1300 363 992**.

You can also give feedback to the NDIS Commission:

They take feedback or complaints about services that you are not happy with. You can call them on: 1800 035 544

Or you can call the National Relay Service and ask for 1800 035 544. You can also do this online here: <https://www.ndiscommission.gov.au/participants/complaints> You can also call the NDIA on 1800 800 110.

Declaration

I declare the information I have provided is true and correct.

Signature:		Date:	
------------	--	-------	--

Thank you for taking the time to provide us with your feedback