

## Complaint Form

If you have a concern or complaint about your current products or services provided by Balance Mobility, it's important to talk about it.

Please complete the complaint form below and we will respond to you as soon as practicable.

**Please provide your details below:**

If you wish to make a confidential or anonymous complaint, simply leave your name and contact details off the form.

1.

Name:	Date:
Phone:	
Email Address:	
I am a: Participant <input type="checkbox"/>	Carer <input type="checkbox"/>
Family Member <input type="checkbox"/>	Staff Member <input type="checkbox"/>
Advocate <input type="checkbox"/>	Other <input type="checkbox"/>

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

☐ Yes

☐ No

3. Do you require any help with communication or any other form of support? e.g Interpreter?

☐ Yes

☐ No

If yes, please provide details:

**4. Details of your complaint:**

# Complaint Form



## 5. Agreement

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

\_\_\_\_\_  
*Signature*

**6. How to make a complaint to the NDIS Commission** For NDIS Clients in New South Wales, South Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, a complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Visiting <https://www.ndiscommission.gov.au/about/complaints> and completing a complaint contact form.

The NDIS Commission can take complaints about:

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

\_\_\_\_\_  
**Office Use Only:**

Complaint managed by: (name) \_\_\_\_\_

Closed out with the Participant ☐ Date:

Further Action required: ☐ Yes ☐ No

If yes, Continuous Improvement register updated: ☐ Date: