

# Abundant Living Physiotherapy & Allied Health Pty Ltd ABN 11 643 124 878

## Feedback and Complaints Form

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If you have a concern or complaint about your current NDIS support or services provided by Abundant Living Physiotherapy & Allied Health, it's important to talk about it. Fill out this complaint form below and we will respond to you within 3 business days.

**1. Please provide your details:**

*If you wish to make a confidential or anonymous complaint, it is better if you call us on +61437246312.*

Today's date	
First name	
Last name	
Telephone (e.g. 0299999999)	
Email address (e.g. name@company.com)	
I am a	Client / Family member or friend / Advocate / Carer / Staff Member / Other

**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 you require help, please provide details of the help you need	
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**4. Please provide details of your complaint.**

Details of your feedback/complaint	<i>(Please attach further pages to this form if your description does not fit in this box)</i>
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**5. Agreement**

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

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

**6. Rights to access advocates**

You may seek support from family, a friend or an independent advocate in making a complaint. If you require an advocate or representative, please let us know and we would be pleased to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives.

**7. 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

**8. More information**

- Fact sheet: How to make a complaint
- Video: Understanding complaints

The NDIS Complaints Management Resolution Guidance provides more detailed information about the NDIS Commission’s complaints process.

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