



## COMPLIMENTS and COMPLAINT FORM

ON Care Support Services values feedback so that we can continually improve our service to better meet your needs.

Please indicate your responses below with an X.

Compliment		Complaint		Feedback	
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Do you wish to remain anonymous?

Yes		No	
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### Personal Information

Name	
Postal Address	
Phone	
Email	

Do you require an interpreter?

Yes		No		If yes, which language?	
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### Feedback Made on Another Person's Behalf

Name	
Postal Address	
Phone	
Email	
Relationship you are advocating for	

Does the person know you are making a complaint on their behalf?

Yes		No	
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If no, please provide the reason why:

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### **Feedback Information**

Please provide details of the service or employee you wish to provide feedback for:

Service	
Employee	

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

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Have you discussed your concerns with someone at ON Care Support Services or another provider or agency for assistance with these concerns?

Yes		No	
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If yes, please tell us with whom and what was the outcome?

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

ON Care Support Services is committed to protecting your privacy. We collect and handle personal information that you provide on this Compliments and Complaint form for the purpose of investigating and responding to your feedback, compliment and complaint.

ON Care Support Services will only use your information in accordance with relevant privacy and other laws. In order for us to provide the best services to you we may need to share your personal information with others, such as NDIS Commission that deals with the matters identified in your feedback.

If you choose to remain anonymous, ON Care Support Services may be unable to respond to your feedback, compliment or complaint.

If you wish to contact ON Care Support Services who are responsible for managing the personal information that you provide on this form, please call 0432 536 828 or email [info@oncaresupportservices.com.au](mailto:info@oncaresupportservices.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 application contact Freedom of Information Unit on 1300 363 992.

### **Declaration**

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

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Thank you for taking the time to provide feedback about our service.**