

NATIONAL DISABILITY INSURANCE SCHEME (NDIS) PROVIDER COMPLAINTS MANAGEMENT AND RESOLUTION

COMPLAINT AND FEEDBACK FORM

As we are a registered NDIS provider, you have the right to make complaints about our services and supports at any time.

To make a complaint, you can fill in this **Complaint and Feedback Form**. It will go to our Complaints Officer **Jeremy White**. We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System.

If you prefer, you can make a complaint in other ways. We explain how at the end of this form.

INFORMATION REQUESTED	DETAILS TO BE PROVIDED
Name (optional)	
NDIS number	
What is your complaint about? Please give us as much detail as possible. If you do not have enough space, you can give us more detail on a different piece of paper.	
Who is your complaint about?	
What do you want us to do?	
Do you have any documents you would like to share with us about your complaint?	<input type="checkbox"/> Yes (please attach to this form) <input type="checkbox"/> No
Have you made a complaint about this matter to another organisation (e.g. to the NDIS Commissioner)?	<input type="checkbox"/> Yes Please provide details of the other organisation and any outcomes: _____ <input type="checkbox"/> No
If you are complaining on behalf of someone else, please fill in this section:	Name (optional)
	Relationship to the complainant
	Does the complainant know you are making a complaint?
	Does the complainant consent to the complaint being made?
	Email address
	Mobile phone number

INFORMATION REQUESTED	DETAILS TO BE PROVIDED
	Address

You can contact our Complaint Officer, **Jeremy White** on: **1300 004 662** or **jeremy@gmobility.com.au** We will handle your request following the steps in our NDIS Provider Complaints Management and Resolution System (Policy Document). You can get a copy by clicking this link: [Complaints Management Policy](#).

You can also ask us to send you a copy by letting the Complaints Officer know.

If you'd prefer to make your complaint in a different way, you can make your complaint:

- by talking with us face-to-face;
- by calling us on the phone;
- through your preferred Augmentative or Alternative Communication device or method;
- by email; or
- by text message.

To protect your privacy, we do not recommend using social media like Facebook, Twitter or Instagram to make a complaint. But, if you make a complaint this way, we will still treat it as a complaint.

If you prefer to make your complaint through the **NDIS Commissions Website**, you can find their details as follows:

Web site: <https://www.ndiscommission.gov.au/participants/participants-make-complaint>

Alternatively, you can reach them via **phone call**:

- 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- If you are hard of hearing: [National Relay Service](#) and ask for 1800 035 544.

Once your complaint is received and has been satisfactorily resolved; a copy will be kept on file for 7 years from the date the record is made. G-Mobility will review the complaints register at each quarterly Management Meeting as part of our Continuous Improvement process.