



The Talk Shop
Counselling & Psychology

medicare
Bulk Billing

www.thetalkshop.com.au

1300 224 665

Fax: 1300 224 669

PO Box 400, Diamond Creek VIC 3089

ABN: 35 006 622 402

Complaint and Feedback Form

As 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. We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System (Policy Document).

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

1. Client information

Details of the client/person making the complaint/feedback

Name			
Gender		Date of Birth	
Address			
Contact Number		E-mail Address	
NDIS Number			

2. 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.

3. Who 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.

4. What do you want us to do?

Indicate here your desired and/or proposed course of action which you think would help us resolve your situation.

5. Do you have any documents you would like to share with us about your complaint?

Yes (please attach to this form) No

6. Have you reported this to another organisation?

Yes No

If yes, provide details of the other organisation and any outcomes:

7. If you are reporting on behalf of someone else, please fill in this section:

Name (optional)			
Does the complainant know you are making a complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Does the complainant consent to the complaint being made?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contact Number			E-mail Address
Address			

Please complete and return this form to our Complaints Officer at PO Box 400, Diamond Creek VIC 3089, complaints.officer@thetalkshop.com.au.

You can contact our Complaints Officer on 1300 224 665 or complaints.officer@thetalkshop.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: <https://www.thetalkshop.com.au/wp-content/uploads/NDIS-Complaints-Management-System-Policy-and-Proceduresp.pdf> . 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 or
- by email.

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.