Sunnysights Independent Living ABN 31 651 264 658

Feedback and Complaints Form

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

We will take reasonable steps to ensure that information provided in a complaint and during any complaints process is **kept confidential** and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances.

A complaint may be made on an anonymous basis. You can make an anonymous complaint:

(a) by calling us on (07) 3088 7935 and stating that you wish to make an anonymous complaint (so we don't ask you to identify yourself); or

(b) by filling out this Feedback and Complaints Form but not including your name and the other details in the table below as these may identify you and post it to 138 Juliette Street, Greenslopes, QLD, 4120.

1. Please provide your details:

Today's date		
First name		*(optional)*
Last name		*(optional)*
Telephone (e.g. 0299999999)		*(optional)*
Email address (e.g. name@company.com)		*(optional)*
I am a: *select option(s)*	❍ Client ❍ Family member ❍ Friend ❍ Advocate	❍ Carer ❍ Staff Member ❍ Other

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

4. Please provide details of your complaint.

(Please attach further pages to this form if your description does not fit in this box)

5. Please advise what you would like to happen as a result of providing this feedback or raising a concern?

(Please attach further pages to this form if your description does not fit in this box)

6. Agreement

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

_____
Signature

7. 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.

8. How to make a complaint to the NDIS Commission

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

You can make a complaint to the NDIS Commission on an anonymous basis.

9. 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.

10. Internal Use Only

Person responsible for managing complaint	
Included in the Complaints Register?	
Reference Number	