

## FEEDBACK AND COMPLAINTS FORM

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Esteem Care services and is seen as an opportunity for improvement.

<b>This is a</b>	Compliment	Complaint	Feedback
<b>I am a</b>	Participant	Family Member	Staff Member
	Staff member on behalf of a participant	Participant Representative	
	Other: _____		

**Please tell us about your experience at Esteem Care services.**

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**Please share your ideas or suggestions with us**

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**Would you like us to follow up with you on your feedback?**      Yes    No

**If yes, please provide your details below:**

Full Name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Feedback, compliments and complaints can be lodged:

- directly with management
- by email to: [info@esteemcareservices.com.au](mailto:info@esteemcareservices.com.au)
- by phone call on: 0437 973 590
- by text message on: 0437 973 590

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 days from the date of acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by Esteem Care services to continuously improve our service delivery.

If you are dissatisfied with the outcome of the complaint lodgement there are some external bodies that can further assist you:

Here are some external bodies that can further assist you. These include:

#### **NDIS Quality and Safeguards Commission**

- Phone: 1800 035 544
  - Phone hours services are currently available Monday to Friday (excluding public holidays) between 9am – 5pm for all States and Territories (with the exception of the Northern Territory, available until 4:30pm).
- Online: [Complaint Contact Form](#)

More information is available via the 'How to make a complaint about a provider' webpage via the [NDIS Commission's website](#).

#### **Australian Human Rights Commission**

- Phone: 1300 656 419 (National Information Service).
  - Phone hours services are currently reduced due to COVID-19 and are therefore only available between 10am and 1:30pm AEST, Monday to Friday.
- Email: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)
- Online: [AHRC Complaint Form](#) or [Online Complaint Lodgement](#)

More information is available via the [Australian Human Rights Commission website](#).

#### **Australian Competition Consumer Commission (ACCC)**

- Phone: 1300 302 502

More information is available via the [ACCC's website](#).

#### **Complaints About the NDIA**

Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.

Complaints to the NDIA can be lodged by:

- Phone: 1800 800 110
- Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au).
- Online: [Complaint Form](#)
- Mail: GPO Box 700, Canberra, ACT, 2601