

Client Complaint Form

210320_BCN_REP6_Client_Complaint_Form_V02

March 20, 2021

Instructions for Use: Complete this form and save it to your computer and send the completed form to bettercarendis@bettercaremarket.com or POBox 422, St Leonards, 1590 NSW.

Name:	Address:
Phone:	Email:
<i>Leave blank to make an anonymous complaint</i>	<i>Leave blank to make an anonymous complaint</i>
When did the incident you complain about occur?	Date: _____ Time _____ Auto creates Complaint ID: min/hrs/day/mth/yr
Does the complaint involve yourself?	Yes <input type="checkbox"/> No <input type="checkbox"/> If No, who does it concern?
Name:	NDIS Participant Number:
Address:	Email:
	Phone:
Would you like to be contacted regarding your concern? <i>(with your email address we will keep you informed!)</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If so, what is the best way to contact you?	Email <input type="checkbox"/> Phone <input type="checkbox"/>

It is important to address the issues involved with any complaint. Complaints should be made at the time of service or very soon after. Complaints must be made within 30 calendar days of the service being provided, or within 30 calendar days of receiving notice of the complaint procedure. This ensures that the individuals involved in your complaint are available to address your concerns.

Describe your complaint?
When did this happen? Date: _____ Time: _____
Who have you dealt with in this organisation with respect to your complaint?
Please provide further details about your complaint:
Summarise what steps you have taken to address the complaint:
Summarise the response you have received thus far.
Please note: most concerns are dealt with as soon as possible, but some require examinations that could take up more time, if so, we will timely inform you. We strive to resolve all complaints within 30 days. If this timeline cannot be met, we will inform you why the timeline is being adjusted. If a resolution is required prior to the 30-day timeframe, please explain why:

Privacy Note: The personal information collected on this form will be used only for the purposes of responding to your feedback and will be kept confidential.