

## GENERAL COMPLAINTS REPORT FORM

210320\_BCN\_REP4\_General\_Complaint\_Report\_Form\_V02

March 20, 2021

Please fill in the form below to report any complaint you (NDIS participant) may have regarding the Bettercarendis services.

If you are not comfortable addressing your concern with the Bettercarendis Team and prefer to contact NDIS directly, please call 1800 800 110.

### Complaints of NDIS participants using Bettercarendis services.

#### What would you like to complain about?

Please describe the nature of your complaint

If your complaint concerns a Bettercarendis staff member, please provide his/her name

What are you hoping to achieve with your complaint?

Is there any other complaint related to Bettercarendis you wish to register?

- No  
 Yes,

If yes, describe the nature of your complaint


If your complaint concerns a Bettercarendis staff member, please provide his/her name

What are you hoping to achieve with your complaint?

**Details of the Client (NDIS Participant) who wishes to register a complaint**

Please enter the Client (NDIS Participant) Name

Clients DOB

Client NDIS Participant number

**The person filling this complaints report is**

- The Client (NDIS Participant) concerned in this complaint

If yes, please provide the following information

Phone contact number

Email address

Confirm email address

- Someone else, filling the form on behalf of the concerned NDIS Participant

If yes, please provide the following

Your full name

Phone contact number

Email address

Confirm email address

Additional comments - Questions & Notes and additional information as required



Please attach documents that may help us investigate your complaint, like emails and references

Please share the name of any other agency or organisation where you have registered this complaint

Please consent with our Complaints Management Policy\*

I,  agree to the Complaints Management Policy

Your personal data will be used to process your order, support your experience throughout this website, and for other purposes described in our privacy policy

\*All our policies are available on our website [www.bettercarendis.com.au](http://www.bettercarendis.com.au)

#### IMPORTANT

Upon submission of your complaint to BettercareNDIS, we will communicate the progress and outcomes of your complaint with you using your email and possibly, with your consent, your phone.

When you feel that your complaint does not progress sufficiently or when you are unhappy with the outcomes of your complaint please let us know immediately. Our General Manager will then arrange a personal conversation with you and in case you are still unsatisfied by the outcomes we will escalate your complaint to the NDIS Committee.