NDIS Complaint and Feedback Form

CHATS – Chatterbox Australia Therapy Services

As we are 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 and send it to our Clinic Manager. We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System.

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

Information requested	Details to be provided
Name (optional)	
NDIS number	
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.	
Who is your complaint about?	
What do you want us to do?	
Do you have any documents you would like to share with us about your complaint?	☐ YES. If yes, please attach to this form ☐ NO

NDIS Complaint and Feedback Form

CHATS – Chatterbox Australia Therapy Services

Information requested	Details to be provided
Have you made a complaint about this matter to another organisation (e.g. to the NDIS Commissioner)?	☐ YES If yes, please provide details of the other organisation and any outcomes: ☐ NO

If you are complaining on behalf of someone else, please fill in this section:	
Name (optional)	
Relationship to the complainant	
Does the complainant know you are making a complaint?	
Does the complainant consent to the complaint being made?	
Email address	
Mobile phone number	
Address	

Please complete and return this form to our Clinic Manager at:

CHATS
585–587 Grimshaw Street
Bundoora VIC 3083
info@chatterboxats.com

Alternatively, you can contact CHATS on 03 9467 2642. We will handle your request following the steps in our NDIS Provider Feedback and Complaints Management Policy (Policy Document). You can get a copy by contacting the Clinic Manager.

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;
- by email; or
- by text message.

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.