

Complaints Management and Resolution System: Complaint and Feedback Form

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**. It will go to Brand New Day Speech Pathology's Director, Simon Day. Your complaint will be handled fairly following the steps in our Complaints Management and Resolution System (Policy Document).

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? | |



| Information requested | Details to be provided | |
|--|---|--|
| Do you have any documents you would like to share with us about your complaint? | <input type="checkbox"/> Yes (please attach to this form) <input type="checkbox"/> No | |
| Have you made a complaint about this matter to another organisation (e.g. to the NDIS Commissioner)? | <input type="checkbox"/> Yes Please provide details of the other organisation and any outcomes: <input type="checkbox"/> 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 Brand New Day Speech Pathology's Director, Simon Day at:

Brand New Day Speech Pathology
41 Melbourne Rd Drumcondra Vic 3214
P: 0494 378 989
E: info@bndspeechpathology.com

You can contact the Director, Simon Day, on: 0494 378 989, info@bndspeechpathology.com. He will handle your request following the steps in Brand New Day Speech Pathology's Complaints Management and Resolution System (Policy Document). You can get a copy by clicking this link: <https://bndspeechpathology.com.au/policies>. You can also ask to be sent a copy by letting the Director know.



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.