

Complaint and Feedback Form

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**. It will go to our Director, Sarah Kovacevic. We will handle your complaint fairly following the steps in our NDIS Provider 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.

Details to be provided **requ**

Information requested	Details to be provided
Name (optional)	
NDIS number (optional)	
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?	If yes, please attach.



Have you made a complaint about this matter to another organisation (e.g. to the NDIS Commissioner)?		
If you are complaining on behalf of someone else, please fill in this section:	Name (optional)	
	Relationship to complainant	
	Email Address	
	Phone Number	
	Address	
	Does the complainant know you are making a complaint?	
	Does the complainant consent to the complaint being made?	

Please complete and return this form to the Director at Greater Geelong Speech Pathology Pty Ltd, 86 Olympic Avenue, Norlane 3214, or preferably via email to sarah@ggsp.com.au .

You can contact our Director, Sarah Kovacevic on: 03 5260 18040 or sarah@ggsp.com.au. We will handle your request following the steps in our NDIS Provider Complaints Management and Resolution System (Policy Document). You can ask us to send you 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.