



Feedback, Compliments & Complaints Form

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by GR8 Property and is seen as an opportunity for improvement. Please let us know what you think.

This is a Compliment Complaint Comment

I am a Participant Family Member Staff Member

Staff member on behalf of a participant

Participant Representative

Other: _____

Please tell us about your experience at GR8 Property.

Please share your ideas or suggestions with us

Would you like us to follow up with you on your feedback? Yes No

If yes, please provide your details below:

Full name _____

Phone _____ Email _____

Feedback, compliments and complaints can be lodged:

- speaking directly with a GR8 Property staff member or giving a GR8 Property staff member a completed Feedback and Complaints Form,
- by email to: admin@gr8corp.com.au, or
- by phone on 08 9358 3400, or
- in writing to: Unit 4/7 Gympie Way Willetton.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by GR8 Property to continuously improve our service delivery.

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from GR8 Property's Managing Director, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

- Online: www.ndiscommission.gov.au
- Phone: 1800 035 544.

Australian Human Rights Commission

- Phone: 1300 656 419
- Online: humanrights.gov.au

WA Health and Disability Services Complaints Office

Online: www.hadsco.wa.gov.au; and
Phone: 1800 813 583.

WA Ombudsman

Phone: 08 9220 7555; and
Online: www.ombudsman.wa.gov.au.

The WA Equal Opportunity Commission (for complaints related to discrimination and breaches of the Equal Opportunity Act 1984):

Online: www.eoc.wa.gov.au;
Phone: (08) 9216 3900;
Email: eoc@eoc.wa.gov.au; and
Post: PO Box 7370, Cloisters Square, Perth, WA, 6850.

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. See <https://www.commerce.wa.gov.au>.

In addition, participants can contact the [Australian Securities and Investments Commission \(ASIC\)](http://www.asic.gov.au) if they have concerns regarding consumer protection in relation to finances.

Complaints About the NDIA

Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.

Complaints to the NDIA can be lodged:

- by phone on 1800 800 110; and
- by email to feedback@ndis.gov.au.

Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:

- by phone on 1300 362 072; and
- online at www.ombudsman.gov.au.

Thank you for taking the time to provide feedback about our service.

Supporting Documents

Documents relevant to this policy:

- *Participant Rights and Responsibilities Policy and Procedure*
- *Feedback and Complaints Policy and Procedure*

Monitoring and Review

This Feedback and Complaints form, along with GR8 Property's *Feedback and Complaints Policy and Procedure* will be formally reviewed at least annually. Formal reviews will include participant, staff and other stakeholder feedback.