

Magnolia Helping Hands Feedback, Compliments and Complaints Form

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

This is a Compliment Complaint Comment

I am a Client Family Member Staff Member

Staff member on behalf of a client

Client Representative

Other: _____

Please tell us about your experience at Magnolia Helping Hands.

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:

- directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form;
- by email to: info@magnoliahelpinghands.com.au;
- by phone on: 0452 223 714;
- in writing to: Townhouse 4, 79 Railway Street, Baulkham Hills, NSW, 2153; or
- by placing a completed Feedback and Complaints Form in the Suggestion Box in Magnolia Helping Hands' office.

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 Magnolia Helping Hands 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 Magnolia Helping Hands' Director, May, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

Online: www.ndiscommission.gov.au; and
Phone: 1800 035 544.

Australian Human Rights Commission

Phone: 1300 656 419; and
Online: www.humanrights.gov.au.

The Anti-Discrimination Board of NSW (for complaints relating to breaches of the Anti-Discrimination Act 1977:

Online: www.antidiscrimination.justice.nsw.gov.au;
Email: complaintsadb@justice.nsw.gov.au; and
Post: PO Box W213, Parramatta Westfield NSW 2150.

Fair Trading NSW

Clients also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Fair Trading New South Wales (www.fairtrading.nsw.gov.au) provides information and advice about customer disputes under the ACL.

In addition, clients 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:

- *Client Rights and Responsibilities Policy and Procedure* [or equivalent]
- *Feedback and Complaints Policy and Procedure* [or equivalent]

Monitoring and Review

This Feedback and Complaints form, along with Magnolia Helping Hands’s *Feedback and Complaints Policy and Procedure* [or equivalent] will be formally reviewed at least annually. Formal reviews will include client, staff and other stakeholder feedback.

DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
1		
Version History		
Version No.	Review Date	Revision Description