



Complaint Form

Part A – My details (optional...this form may also be submitted anonymously)

Full name (Optional) NDIS No. (If known)

Part B – About the person making the complaint (if different to part A)

Complete this section if you are complaining on behalf of someone else

Name of person: What is your relationship to the person making the complaint?

Is the person making the complaint aware that you are submitting this on their behalf? Does the person consent to the complaint being made?

Complete this section if someone is helping you with the complaint

Name of representative: Organisation:

Address: Contact Number:

TTY: Email:

Which method of contact do you prefer? Phone Email

Part C – The complaint

What is the complaint about?

Provide some details to help us understand your concerns. You can include what happened, where it happened and who was involved, or the decision/service made by the Participate OT that you are unhappy about.



Part D – Who is your complaint about?

Complete this section if you are complaining on behalf of someone else

Name of representative:

Organisation:

Address:

Contact Number:

TTY:

Email:

What is the person's/ organisation's relationship with you?

What is the outcome you are looking for?

Part E – Additional details

**Please attach copies of any documents that may help with the investigation of your complaint.
If this is not possible, please advise us of what you think we should obtain**

**Have you made any complaints about this to another agency?
If so, please provide details of the agency and any outcome.
Please attach copies of any letters you have received from that agency**

To submit your complaint to Participate OT, you can:

Call us on 0431 091 930 or email your completed form to info@participateot.com.au

To submit your complaint to the NDIS commission, you can:

Call them on 1800 035 544 TTY on 133 677

or visit their website on www.ndiscommission.gov.au

If you need help to make a complaint, you can contact the National Disability Advocacy Program and follow the link to find an advocate in your area:

<https://www.ndiscommission.gov.au/resources/find-assistance/find-advocate>



info@participateot.com.au



PO Box 1358, Carlton, VIC 3053



0431 091 930



participateot.com.au