

## Anonymous Complaints & Feedback Form

### Our Commitment

Martin Burns Bedroom Furnishings is committed to providing safe, respectful, high-quality services that uphold the rights, dignity, and independence of all participants and customers. We encourage anyone to raise concerns, complaints, compliments or suggestions for improvement.

You may submit this form anonymously. Anonymous complaints will be reviewed and investigated where sufficient information is provided.

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### COMPLAINT DETAILS

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Is this complaint anonymous?

Yes

No

If No:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Contact Method:

Phone

Email

Letter

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### WHO IS THE COMPLAINT ABOUT?

Management

Administration Staff

Service Provider

Other: \_\_\_\_\_

Name of Person (if known):

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## DETAILS OF THE COMPLAINT

Please provide as much detail as possible.

What happened?

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When did it happen?

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Where did it happen?

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Who was involved?

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Were there any witnesses?

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## TYPE OF CONCERN

Please tick all that apply:

- Poor Service Quality
- Communication Issues
- Failure to Deliver Agreed Supports
- Lack of Respect or Dignity
- Discrimination
- Privacy or Confidentiality Breach
- Neglect
- Physical Abuse
- Emotional or Psychological Abuse
- Financial Abuse
- Sexual Misconduct
- Restrictive Practice Concern
- Health and Safety Concern

Fraud or Misuse of Funds

Other

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### **RISK OF HARM**

Has anyone been harmed or placed at risk?

Yes

No

If yes, please provide details:

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### **HAVE YOU REPORTED THIS PREVIOUSLY?**

No

Yes – To Staff Member

Yes – To Management

Yes – To Another Agency

Outcome (if known):

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### **DESIRED OUTCOME**

What would you like to happen?

Investigation

Apology

Service Improvement

Staff Training

Change of Staff Member

Referral to External Authority

Other

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## **SUPPORTING INFORMATION**

Please attach any relevant documents if available.

- Emails
- Letters
- Photos
- Witness Statements
- Incident Reports
- Other Documents

Details:

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## **EXTERNAL COMPLAINT AND ADVOCACY SERVICES**

If you are not satisfied with the outcome of your complaint or wish to report concerns directly, you may contact the following organisations:-

NDIS Quality and Safeguards Commission

For complaints about NDIS supports, services, providers, workers, abuse, neglect, exploitation, or breaches of the NDIS Code of Conduct.

Phone: 1800 035 544

Website: <https://www.ndiscommission.gov.au>

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National Disability Abuse and Neglect Hotline

Independent and confidential service for reporting abuse or neglect of people with disabilities.

Phone: 1800 880 052

Website: <https://www.jobaccess.gov.au/complaints/hotline>

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Consumer Protection Western Australia

For consumer rights, service disputes, unfair practices, or contract concerns.

Phone: 1300 304 054

Website: <https://www.consumerprotection.wa.gov.au>

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Emergency Assistance

If someone is in immediate danger, call: Police, Fire or Ambulance: 000

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## Privacy and Confidentiality Statement

Martin Burns Bedroom Furnishings will manage complaints in accordance with the NDIS Practice Standards and applicable privacy legislation. Information provided through this form will be handled confidentially and only used for complaint assessment, investigation, resolution, and continuous improvement purposes.

Anonymous complaints are welcomed and will be assessed based on the information provided.

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### Office Use Only

Complaint Reference Number: \_\_\_\_\_

Date Received: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Received By: \_\_\_\_\_

Risk Level:

Low

Medium

High

Action Taken:

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Date Closed: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Outcome:

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### **Martin Burns Bedroom Furnishings**

*Committed to Quality, Respect, Choice and Continuous Improvement under the NDIS Practice Standards.*

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