

Compliments, Complaints & Feedback Form

We value your feedback as it helps us learn, improve and provide better services. Whether you have a compliment, a complaint or a suggestion, we encourage you to share it with us. You can do so safely, confidentially or anonymously, and your feedback will not affect the services or support you receive.

Where contact details are provided, we will acknowledge your feedback within 3 business days. If your feedback is a complaint or concern, we will work with you to provide an outcome within 28 days and keep you informed if more time is needed.

Need help? A family member, carer, advocate, interpreter or staff member can assist you.

You may also phone, write to us or complete this form on our website.

Business Services Manager

By Mail: Community Connect Transport, PO Box 846 Crows Nest NSW 1585

Phone: 02 9490 9500/02 9816 5000

Email: feedback@nsctg.org.au

1. What would you like to share?

☐ Compliment ☐ Feedback/Suggestion ☐ Complaint ☐ Concern ☐ Other: _____

Immediate risk or safety concern? ☐ Yes ☐ No. If yes, please tell staff as soon as possible.

2. Your details *(optional, but needed if you want a response)*

Are you a: ☐ Client ☐ Family/Carer ☐ Staff/Volunteer ☐ I wish to remain anonymous

☐ Other: _____

Name: _____ **Phone:** _____

Email: _____

Contact: ☐ Phone ☐ Email ☐ Do not contact me **Best time to call:** _____

Consent to share details? ☐ Yes ☐ No ☐ Please discuss with me first

Completing the form for someone else? ☐ Yes ☐ No **Name/relationship:** _____

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- Tell us briefly what happened:** A short summary is fine (Include what happened, when and where it happened, who was involved (if known)) - we'll contact you for further details.

Privacy: Your feedback will be kept confidential and managed under NSCTG's Complaints, Compliments & Feedback Procedure. We may contact you if more information is needed or to provide an update. Your personal information will be managed in accordance with NSCTG's Privacy Policy.

External support: If you are not comfortable raising feedback with NSCTG or are not satisfied with the response, contact the Aged Care Quality and Safety Commission on 1800 951 822, OPAN on 1800 700 600, or (for NDIS supports) the NDIS Quality and Safeguards Commission on 1800 035 544.

Consent: We may need to share details with relevant staff or agencies to respond, resolve the matter or meet legal/reporting obligations. Please indicate your preference on the front of this form.

NSCTG Internal Record (To be completed by staff)

Date received:		Received by:	
Reference no.:		Assigned to:	
Date acknowledged:		Follow-up required:	☐ Yes ☐ No
Category:	☐ Service ☐ Staff/Driver ☐ Bookings ☐ Safety ☐ Communication Other: _____		
Action taken:			
Continuous Improvement Action Required:	☐ Yes ☐ No		
Date closed:		Outcome communicated:	☐ Yes ☐ No
Signature:			