



## Complaints, Compliments and Feedback Form

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

- I would like to make a **Complaint**
- I would like to offer a **Compliment**
- I would like to provide **Feedback**

All complaints, compliments and feedback contribute to Play Partners Pty Ltd quality management system. Play Partners values all contributions from consumers that support the ongoing review and improvement of our service.

Direct and open communication re our services is encouraged and welcomed. Should you not feel able to do this please fill out this feedback form and email to [playpartners@outlook.com](mailto:playpartners@outlook.com) or send by post to PO Box 1219, Clare, 5453. This can be done anonymously if preferred. Play Partners will seek to resolve all complaints and they will inform improvement to our service.

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If the complaint cannot be resolved directly and relates to your therapists' health, performance or conduct, please contact AHPRA to discuss on 1300 419 495 or visit [www.ahpra.gov.au](http://www.ahpra.gov.au).

If you are in New South Wales or South Australia, a complaint can be made without reference to Play Partners to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Completing a [complaint contact form](#).

The NDIS Commission can take complaints about:

- services or supports that were not provided in a safe and respectful way
- services and supports that were not delivered to an appropriate standard