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| **Complaints, Compliments & Feedback Form** |

We value your comments and feedback. Your complaints, compliments & feedback can lead to better services for people with a disability at WATCH, so coming up with solutions together is good for everyone.

If you are making a complaint, we will do everything we can to resolve the complaint to your satisfaction.

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| **Date Completed :** |  |

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| What type of feedback are you providing today? | | | | | | |
| Complaint | | Compliment | | | Feedback | |
| **Personal Details** | | | | | | |
| ***Do you wish to remain anonymous?*** | | | Yes  No | | | |
| ***First name:*** |  | | | ***Last name:*** | |  |
| ***Address:*** |  | | | | | |
|  | | | | | |
| ***Phone Number:*** |  | | | ***Email:*** | |  |

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| **Feedback Information** | | | |
| ***Please share any feedback or concerns here. Include what led to making the complaint, compliment or feedback, the approximate dates and who was involved.*** | | | |
|  | | | |
| ***Did you discuss your concerns with WATCH or another agency or person for assistance?***  Yes  No | | | |
| ***If yes, please tell us with whom and what was the outcome?*** | | | |
|  | | | |
| ***What outcomes would you like as a result of providing your feedback?*** | | | |
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| ***If you are making a complaint, or giving us feedback, how would you like us to let you know about the progress?*** | | | |
| In person | By phone | By email | By mail |

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| **Privacy Information** |
| **WATCH Disability Services Inc (WATCH)** is committed to protecting your privacy. We collect and handle personal information that you provide on this form for investigating and responding to your complaint, compliment, or feedback.  WATCHwill only use your information in accordance with relevant privacy and other laws. For us to provide the best possible service, we may need to share your personal information with others, such as advocacy or health-related organisations or businesses, to assist with any concerns identified.  Please be advised that WATCH may use and publish compliments to promote our services. No personal or identifying information will be used. If you do not want your compliment to be published, please let us know.  If you choose to remain anonymous, WATCH may be unable to respond to your complaint, compliment, or feedback.  If you wish to contact WATCH about the information that you provide on this form, please call **03 9562 3796** or email [info@watchinc.com.au](mailto:info@watchinc.com.au).  You also have the right to access your information and seek its correction under the *Freedom of Information Act 1982*. For information about making a Freedom of Information (FOI) application, please contact the Office of the Australian Information Commissioner on **1300 363 992**.  **You can also give feedback to the NDIS Commission:**  They take feedback or complaints about services that you are not happy with.  You can call them on 1800 035 544.  Or you can call the National Relay Service and ask for 1800 035 544. You can also do this online here: <https://www.ndiscommission.gov.au/participants/complaints>You can also call the NDIA on 1800 800 110. |

**Thank you for taking the time to provide us with your feedback.**

**Please return this form to** [**info@watchinc.com.au**](mailto:info@watchinc.com.au)**.**