

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Inclusion Plus and is seen as an opportunity for improvement. Please let us know what you think.

Today's date _____

This is a:	<input type="checkbox"/> Feedback	<input type="checkbox"/> Compliment	<input type="checkbox"/> Complaint
-------------------	-----------------------------------	-------------------------------------	------------------------------------

I am a:	<input type="checkbox"/> Staff member	<input type="checkbox"/> Client
<input type="checkbox"/> Client representative	<input type="checkbox"/> Member of the public	<input type="checkbox"/> Visitor
<input type="checkbox"/> Volunteer	<input type="checkbox"/> Contractor	<input type="checkbox"/> Other Service Provider
<input type="checkbox"/> Other:		

Please tell us about your experience at Inclusion Plus

Please share your ideas or suggestions with us

Would you like us to follow up with you on your feedback?

Yes

No

If yes, please provide your details below:

Full name _____

Phone _____ Email _____

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed Feedback and Complaints Form;
- by email to: operations@ipfs.org.au;
- by phone on: 07 5441 6600; or
- in writing to: 5 Daniel Street, Nambour QLD 4560.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by Inclusion Plus to continuously improve our service delivery.

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Inclusion Plus's Manager, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

Online: www.ndiscommission.gov.au; and

Phone: 1800 035 544.

Australian Human Rights Commission

Phone: 1300 656 419; and

Online: www.humanrights.gov.au.

Queensland Ombudsman

Phone: 1800 068 908;

Online: www.ombudsman.qld.gov.au;

Post: GPO Box 3314, Brisbane QLD 4001.

Queensland Human Rights Commission (for complaints relating to human rights and discrimination):

Online: www.qhrc.qld.gov.au;

Phone: 1300 130 670;

Email: info@qhrc.qld.gov.au; and

Post: to a [local office](#).

Participants also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. [Fair Trading Queensland](#) provides information and advice about customer disputes under the ACL.

Thank you for taking the time to provide feedback about our service.