

FEEDBACK & COMPLAINTS

★★★★★ **Loved it**

★★★★☆ **Liked it**

★★★☆☆ **It was ok**

★★☆☆☆ **Disliked it**

★☆☆☆☆ **Hated it**

We welcome feedback to ensure the services that you are receiving are good.

If you would like to provide feedback or a complaint to us, you can contact us:

ATTN: Peter McIntyre or Stephanie Holroyd

(02) 4267 3400

thirrourphysio@bigpond.com

If you would like to make a complaint to the National Disability Insurance Agency, you can do so via:

1800 800 100

OR

<https://www.ndis.gov.au/contact/feedback-and-complaints>

How do you make a complaint?



Phone call **(02) 4267 3400**



Email thirroulphysio@bigpond.com



Service review meetings



Surveys



If you need help to make a complaint,
we will support you.

You can also ask a family member, friend or
advocate to make a complaint.

What happens when you complain?



We want you to make complaints and give feedback without fear

Your services will not be affected if you make a complaint



You will not be made to feel bad if you make a complaint

Your personal information will not be shared with anyone without your *consent*.

Consent means saying yes to sharing your information with others.

