

Feedback & Complaints Form

YOUR FEEDBACK IS IMPORTANT

To continue providing a high quality service, we need your feedback (compliments, comments or complaints). We love to hear compliments as this means we are getting it right. If you are not happy, please tell us. It's OK to complain. We will always listen and reply to complaints, as quickly as possible.

You can complain anonymously. However, if you don't leave your name, we can't reply to your complaint, but we will still try to make things better.

HOW TO CONTACT

The Director
Ability Focus OT
2/16 Christo Road,
Georgetown NSW 2298

OR

E: info@abilityfocusot.com.au

OR

Ph: (02) 4048 1420

OR

W:<https://www.abilityfocus.com.au/contact/>

EXTRA INFO:

If you are still not satisfied with the outcome of your complaint or feedback, you can contact:

NDIS Commission

www.ndiscommission.gov.au

Ph: 1800 035 544

TTY: 133 677

Interpreters can be arranged.

AHPRA

www.ahpra.gov.au

NDIS Advocacy Program

disabilityadvocacy@dss.gov.
au

Disability, Employment and
Carers Group Department of
Social
Services

GPO Box 9820 Canberra
ACT 2601

Advocates can help you manage feedback.

FEEDBACK INFORMATION

Please tell us about your compliment, comment or complaint:

Ability

Focus

ational Therapy

Children & Families

Name: _____

Ph: Email: