

Please provide details of your feedback:

What would you like to happen in relation to your feedback?

Would you like to be contacted about your feedback?

 Yes

Please provide your contact details below.

 No

Please note we may not be able to investigate your feedback fully if we are unable to discuss it with you.

First Name:

Last Name:

Postal Address:

Phone Number:

Email:

Do you require access to an interpreter service?

 Yes No

If yes, which language?

Thank you for your feedback

Please return your form:

Via email to feedback_complaints@minda.asn.au

Or via post to

Quality, Minda Inc

PO Box 5

Brighton South Australia 5048

Or give your completed form to a **Minda staff member**



Minda Incorporated

12-16 King George Avenue, Brighton SA 5048

PO Box 5, Brighton SA 5048

Phone 1800 164 632

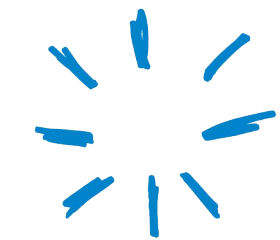
Fax 08 8422 6330

Email feedback_complaints@minda.asn.au

mindainc.com.au

f FOLLOW US facebook.com/mindainc

We value your **Feedback**



We welcome your feedback

Your feedback is valuable to us, when you provide us with feedback, it helps us to understand what we are doing well, as well as the areas where we can improve and grow. Feedback could be a compliment, suggestion, complaint or something else of concern to you.

How can I provide feedback?

- In the first instance, try talking with the staff or area your feedback relates to, often issues of concern can be resolved quickly and effectively at the first point of contact. You could do this in person, by phone or email.

- Fill out this Feedback and Complaints form and post to

*Quality, Minda Inc
PO Box 5
Brighton South Australia 5048*

Or give completed form to
Minda staff member

- Electronically via the Minda website
mindainc.com.au/feedback

**We thank you for taking
the time to provide
us with feedback.**

How is my feedback managed?

Your feedback will be acknowledged and logged in our Feedback and Complaints register, we value your privacy, only staff who are involved with the investigation and resolution of your feedback will have access to your information.

You will be given the contact details of the staff member who is managing your feedback.

In the first instance, your feedback will be managed by the area your feedback relates to. Our staff will liaise with you during their resolution process. We aim to resolve complaints within 21 days.

What if I am not happy with the response to my feedback?

If you are unhappy with the outcome you can;

- Contact the staff member managing your feedback, they will then initiate further action
- Seek support from an external agency such as:

*NDIS Quality & Safeguarding Commission
Phone 1800 035 444
Interpreters can be arranged.*

*National Relay Service
Phone 1800 035 544
ndiscommission.gov.au/about/complaints*

Feedback & Complaints

Date:

I am a:

- Client
- Supported Employee
- Family Member
- Friend
- Advocate
- Assigned Guardian
- External Provider
- Minda Employee
- Minda Volunteer
- Other (please specify)

Nature of your feedback:

- Compliment
- Suggestion
- Complaint
- Other (please specify)

Is your feedback on behalf of a person with a disability receiving services from Minda Inc?

- Yes
- No

If yes, please provide their full name below

Site location/service this feedback is about:

