

## Complaints and feedback form

FECCA and NEDA recognise the right for all individuals and organisations to make a complaint and provide feedback.

If you have any feedback or a complaint about the staff involved in this program or any other issue with the CALD Community Connector program, we would like to hear from you.

If your complaint or feedback is about the National Disability Insurance Scheme, you can contact them directly here: <https://www.ndis.gov.au/contact/feedback-and-complaints>

People who support you can help you to complain. This means your friends and family can make a complaint for you. You may submit a complaint or feedback anonymously if you prefer. However, this will prevent us from providing you with updates and outcome of the issue you raise.

It's okay to complain. You will not be treated badly for submitting this complaint or feedback.

- There are many ways to make a complaint: Fill the form below and email: [nccp@neda.org.au](mailto:nccp@neda.org.au)
- Give your form to a NCCP staff member you trust
- Post/mail you form to: PO Box 971, Civic Square ACT 2608, Australia
- Fill out the online form here: <http://neda.org.au/form/complaint-form>
- Call 0417 269 755
- Tell a CALD NCCP staff member verbally and ask them to lodge your complaint

Thank you for taking the time to submit this information. FECCA and NEDA appreciate your help in making this program better.

## Complaints and feedback form

CALD National Community Connector Program

**Date:**

### What is your complaint about?

Provide some details to help us understand your concerns. You can include what happened, where it happened and who was involved.

### What outcomes are you seeking?

Would you like to remain anonymous?  YES  NO

Would you like to be contacted further with regards to this issue?  YES  NO

Do you require any help with communication? E.g. interpreter, accessibility requirements

YES  NO Details: \_\_\_\_\_

### About me (optional)

First Name:

Last Name:

Email:

Phone Number:

Language:

### Fill in this box if you are complaining on behalf of someone else

Name of person on whose behalf you are complaining:

What is your relationship to that person?

Does the person know you are making this complaint?

Does the person consent to the complaint being made?