

— FEEDBACK & COMPLAINTS

Feedback & Complaints Form

Your feedback helps us keep improving the support we provide. Compliments, comments and suggestions are always welcome — and any complaint you raise will be taken seriously, handled respectfully and followed up until it's resolved.

What type of feedback are you providing?

☐

Compliment

☐

Comment

☐

Criticism

☐

Concern

☐

Complaint

☐

I'm a participant completing this for myself

Please fill in Sections 1 and 3.

☐

I'm completing this on behalf of a participant

Please fill in Sections 1, 2 and 3.

SECTION 1 · PARTICIPANT DETAILS

Full name

NDIS number

SECTION 2 · PERSON COMPLETING THIS FORM

Full name

Relationship to the participant

☐

Parent

☐

Guardian

☐

Nominee

☐

Decision Maker

☐

Family Member

☐

Friend

☐

Provider

☐

Support Worker

SECTION 3 · CONTACT DETAILS

Preferred method of contact

☐

Email

☐

Phone

☐

Text

Email

Phone

Tell us about your experience with KINETIQ Care

	DEFINITELY	YES	NOT SURE	NO	NEVER
I am supported to achieve my goals	☐	☐	☐	☐	☐
I am given information and kept up to date	☐	☐	☐	☐	☐
I feel empowered by KINETIQ Care staff	☐	☐	☐	☐	☐
My privacy is respected	☐	☐	☐	☐	☐
Staff listen to me and my ideas	☐	☐	☐	☐	☐
Staff respect my decisions	☐	☐	☐	☐	☐
I feel safe with my support workers	☐	☐	☐	☐	☐
I know how to make a complaint	☐	☐	☐	☐	☐
I am happy with KINETIQ Care services	☐	☐	☐	☐	☐
I would recommend KINETIQ Care to others	☐	☐	☐	☐	☐

Please share your feedback — a compliment, comment, criticism, concern or complaint

Have you raised this with us before?

☐ Yes☐ No

If yes, who did you speak to and what happened?

What outcome would you like as a result of this feedback?

Contact me about this feedback

☐ Yes☐ No

Update me on progress

☐ Yes☐ No

How we handle your privacy

KINETIQ Care is committed to protecting your privacy. Information you share on this form is used to understand, investigate and respond to your feedback, in line with the Privacy Act and other relevant laws. Where it helps resolve your concern, we may share relevant details with an advocate, a health professional or the NDIS Quality and Safeguards Commission.

Questions about your information? Call 0480 546 146 or email info@kinetiqcare.com.au.

☐ I declare that the information I have provided is true and correct.

Signature

Date