

# FEEDBACK / COMPLAINTS FORM

This form can be used to give us feedback, compliment or make a complaint about anything -including your home, or any other person that supports you. If you need help completing the form please ask someone to assist you. You can return this form via email to [hello@abilityhousing.com.au](mailto:hello@abilityhousing.com.au), or mail us - Ability Housing Management, PO Box 538, Cottesloe WA 6011. If you would prefer to call us with your complaint, please call M-0409145060, 7 days a week and we will fill in the form with you and follow the same process.

We will follow up your complaint and get back to you as soon as possible. If you have not heard from someone regarding your complaint in 2 days, please contact Astrid Timmers on M-0409145060 or email [astrid@abilityhousing.com.au](mailto:astrid@abilityhousing.com.au).

You do not need to provide your name as we will provide a summary of system-related complaints and their resolution in our quarterly conversations (newsletter). Providing your name assists us in reporting back to you directly.

## Your details

Full Name: <b>(optional)</b>	
Location:	
Date:	

## Person Completing form (if different to above):

Full Name: <b>(optional)</b>	
Role:	
Contact Number:	
Address:	
Email:	
Does the person know you are making the complaint?	

## Nominee Details (if applicable):

Full Name:	
Contact Number:	
Address:	
Email:	

## Feedback/ Complaint Details

<p>What is the complaint about?</p> <p>Provide some details of what you are not happy about. Include any other people involved and their names if you know them. You can attach photos or other documents if you think it is helpful.</p>

What would you like to see happen?  
Provide some details of what you think would help to resolve this issue?

We will work with you to resolve your concern. If you are unhappy with the way we have managed your complaint, there are external avenues that can assist you to have your complaint resolved. These include;

**NDIS Quality & Safeguards Commission-** <https://www.ndiscommission.gov.au/about/complaints>

**HaDSCO- Health & Disability Service Complaints Office** <https://www.hadsco.wa.gov.au/>

**Department of Communities** <https://www.wa.gov.au/organisation/departments-of-communities/departments-of-communities-disabilities-complaints-and-feedback>

Alternatively a friend, family member or support worker can make a complaint on your behalf.

**Admin Use-Please attach all supporting information to this document**

**Date Received-**

**Date Contact Made-**

**Date Resolved-**

What we found?

What we have done?

Evaluation (did it work)

Immediate-

Longer term-