
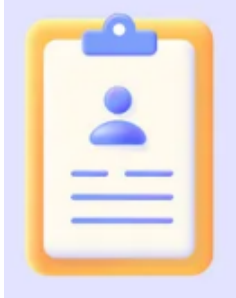



What is a complaint?	
	<p>A complaint or an issue is telling someone when you:</p> <ul style="list-style-type: none">• have been treated badly• haven't been given a choice• have not been given what you were promised• don't feel safe
When do I use this form?	
	<p>You can use this form to tell Windgap about a complaint or an issue.</p> <p>You can use this form if you have told someone, like your supervisor, and it hasn't been fixed or you feel more comfortable using this form.</p>
Who can help me?	
	<p>We can help find someone you like and trust to support you to talk about this issue or help you fill out this form.</p> <p>You can tell your supervisor, family member, carer or Support Worker if you need support.</p>





Complaint Form		Date of this report: _____
Your Name (Person making the complaint)		
When did this happen? (Date)		
Where did this happen?		
Tell us what happened?		


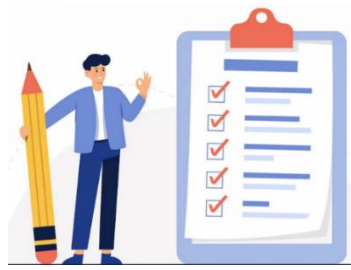




<p>Was anyone else there?</p> <p>Did anyone see / hear what happened?</p>	<p>[<input type="checkbox"/>] Yes</p> <p>[<input type="checkbox"/>] No</p>
<p>Please let us know their name and contact details</p>	







If you are ok with the information in this complaint form and next steps please sign here:

Sign your name here: _____

What happens next?	
	<p>You or someone you like and trust, can send this form by email: complaints@windgap.org.au.</p> <p>Or you can return to us Head Office at our reception.</p>
	<p>Windgap will contact you to let you know about an Action Plan.</p> <p>An Action plan is what will help and fix the issue or complaint.</p> <p>You can contact us at any time. You can call 8337 3600 or talk to your program or home supervisor.</p>





 	<p>Please let us know if you agree with the plan:</p> <p>[] Yes – I am happy with the plan to fix my issue.</p> <p>[] No – I am not happy with the plan and would like this issue to be escalated in Windgap.</p>
	<p>Windgap will then ask when is a good time to talk about the plan once it has started.</p> <p>Windgap will talk to me on date: _____</p>
 	<p>When Windgap talk to me they will ask if the issue has been fixed. You can let us know:</p> <p>Yes – I am happy that the issue has been fixed.</p> <p>No – I would like this to be fixed and escalated.</p>
 <p>NDIS Quality and Safeguards Commission</p>	<p>If the issue or complaint has not been fixed and is still a concern you can contact the NDIS Quality and Safeguard Commission on: 1800 035 544</p>

Windgap will keep a record of this complaint and action plan, all information will be kept confidential.

