



ABN 79 880 282 087

5 Pioneer Road, Yandina Qld 4561

**National Disability Insurance Scheme (NDIS) Provider Complaints
Management and Resolution System:**

Complaint and Feedback Form

As a registered NDIS provider, you have the right to make complaints about our services and supports at any time.

To make a complaint, you can fill in this **Complaint and Feedback Form**. It will go to our Complaints Officer, Robert Boesten. We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System (Policy Document).

If you prefer, you can make a complaint in other ways. We explain how at the end of this form.

Information requested	Details to be provided
Name (optional)	
NDIS number	
<p data-bbox="201 665 421 792">What is your complaint about?</p> <p data-bbox="201 824 488 1234">Please give us as much detail as possible. If you do not have enough space, you can give us more detail on a different piece of paper.</p>	
Who is your complaint about?	
What do you want us to do?	
Do you have any documents you would like to share with us about your complaint?	<input data-bbox="515 1765 544 1805" type="checkbox"/> Yes (please attach to this form) <input data-bbox="515 1832 544 1872" type="checkbox"/> No

Have you made a complaint about this matter to another organisation (e.g. to the NDIS Commissioner)?	<input type="checkbox"/> Yes	
	Please provide details of the other organisation and any outcomes: <hr/>	
If you are complaining on behalf of someone else, please fill in this section:	<input type="checkbox"/> No	
	Name (optional)	
	Relationship to the complainant	
	Does the complainant know you are making a complaint?	
	Does the complainant consent to the complaint being made?	
	Email address	
	Mobile phone number	
Address		

Please complete and return this form to our Complaints Officer at 5 Pioneer Road, Yandina Qld 4561.

You can contact our Complaint Officer, Robert Boesten on: 07 5446 7541 or email: sales@themattresscompany.com.au. We will handle your request following the steps in our NDIS Provider Complaints Management and Resolution System (Policy Document). You can ask us to send you a copy by letting the Complaints Officer know.

If you'd prefer to make your complaint in a different way, you can make your complaint:

- by talking with us face-to-face;
- by calling us on the phone;
- through your preferred Augmentative or Alternative Communication device or method;
- by email; or Post at 5 Pioneer Road, Yandina Qld 4561

To protect your privacy, we do not recommend using social media like Facebook, Twitter or Instagram to make a complaint. But, if you make a complaint this way, we will still treat it as a complaint.