**Thrive Rehab Complaint Form**

​

**Part A – My details (optional...this form may also be submitted anonymously**)

|  |
| --- |
| Full Name (optional): |
| NDIS Number (if known): |

​

​

**Part B – About the person making the complaint (if different to part A)**

**​**

Complete this section if you are complaining on behalf of someone else

|  |
| --- |
| Name of person: |
| What is your relationship to the person making the complaint? |
| Is the person making the complaint aware that you are submitting this on their behalf? |
| Does the person consent to the complaint being made: |
| Name of representative: |
| Organisation (if relevant): |
| Address: |
| Contact Number: |
| TTY: |
| Email: |
| Which method of contact do you prefer? |

|  |
| --- |
| **Part C – The complaint (Please describe details of the complaint)** |

What is the complaint about?

Provide happened and who w**Part D – Who is your complaint about?**

Name of the person, or services about whom you are complaining

|  |
| --- |
| Name of representative:  ​ |
| Organisation (if relevant):  ​ |
| Address:  ​ |
| Contact Number:  ​ |
| TTY:  ​ |
| Email:  ​ |
| What is this person’s/organisation’s relationship to you? |
| What is the outcome you are looking for? |

|  |
| --- |
| **Part E – Additional details** |

To submit your complaint to Anita Brown-Major, Thriverehab, you can:

* Call us on 04204034096
* or email your completed form to thriverehab16@gmail.com

​

To submit your complaint to the NDIS commission, you can:

* Call them on 1800 035 544
* TTY on 133 677
* or visit their website on [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

​

If you need help to make a complaint, you can contact the National Disability Advocacy Program and follow the link to find an advocate in your area:

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>details to help us understand your concerns.  You can include what happened, where it happened and who was involved, or the decision/service made by the Jane Galvin OT that you are unhappy about.