



The Gabrielle Centre for Children Complaint and Feedback Form

We at the GCFC believe everyone has the right to raise complaints and air dissatisfaction about products, services and conduct of providers. Our person-centred service relies on honest and open communication between clients and staff, and Complaints Management is a vital tool in identifying areas for development and continuous improvement.

All complaints are to be forwarded to the “Complaints Officer”, GCFC Director Sarah Turner. sarah@thegcfc.com.au

If a complaint is made about the Complaints Officer Sarah Turner, or if the Complaints Officer is unavailable, GCFC Director, Linda Collier will assume responsibility. Please contact Linda Collier at linda@thegcfc.com.au

All complaints will be confidential and your privacy will be maintained during the process.

If you wish to lodge a complaint directly to the NDIS Commission:

- Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.
<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>



The Gabrielle Centre for Children Complaint and Feedback Form

Date: _____

1. Person Submitting Complaint/Feedback

Name:	
Phone:	
Email:	
Address:	
Relationship (e.g. parent)	

2. What you would like to talk to us about? Please add extra pages if you need to.

3. What would you like to see happen as a result of what you've told us?



4. How would you prefer us to contact you to discuss your complaint? (please circle)

Phone

In person

Email

5. When is the most convenient time to contact you? _____

Signed

Date

Received By:	
Date:	

Action Taken