

**Do you have a:**

**- Compliment?**

**- Suggestion?**

**- Complaint?**

**Your feedback plays an important role in helping us to improve our service.**

**What to do with this form:**

**When you have completed this form, you can:**

- Give it to the staff member looking after you
- Post it to us at:  
**FOCAS Shoalhaven Incorporated**  
**41 Worrigea Street**  
**Nowra NSW 2541**

**Interpreter services:**

If you need an interpreter when providing feedback, ask to speak to one of our staff or someone else you wish to support you

**Our commitment:**

We will investigate any complaint(s) you have made in a timely manner and advise you in writing of the outcome.

If you are in New South Wales, a complaint can be made to the NDIS Commission by:

- **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>

# Compliment, suggestion or complaint form

Today's date:    /    /  
Service:

## Happy with your support?

Tell us what we did well:



## Unhappy with your support?

Tell us about your concern(s):



## Any suggestions?

Do you have any ideas for improving what we do?



How would you like this issue to be resolved?

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Your name (optional): \_\_\_\_\_

Phone (optional): \_\_\_\_\_

Please tick as appropriate:

- Please call me so I can give you more information  
 I would like a response to my feedback

**Thank you for completing this form.**