

FEEDBACK AND COMPLAINT FORM

RIG-02-F1 | Form | Complaints, compliments, ideas and worries – for anyone

You do not have to use this form

You can also tell us in person, by phone, text or email, or ask someone to tell us for you. Someone can help you fill it in. If someone is in danger right now, call 000.

1. What would you like to tell us about?

☐ Complaint ☐ Compliment ☐ Suggestion or idea ☐ Something I am worried about

2. About you

☐ I would like to stay anonymous (leave this section blank)

Your name	
Phone and email	
Best way to contact you	☐ Phone ☐ Text ☐ Email ☐ Letter ☐ In person
You are	☐ The participant ☐ Family or carer ☐ Nominee or guardian ☐ Advocate ☐ Worker ☐ Other
If you are telling us for someone else: their name, and do they know?	

3. Help we can give you

☐ Interpreter – language: _____ ☐ Easy Read information ☐ An advocate
☐ An Elder, family member or support person with me ☐ Auslan or the National Relay Service ☐ Someone to help me write this down ☐ I do not need help

4. What happened?

Tell us what happened, when and where, and who was involved – in your own words

5. What would you like to happen?

For example: an apology, an explanation, a change to your supports, a different worker, or making sure it does not happen to anyone else

6. Safety

Is anyone unsafe or at risk of harm because of this?

☐ Yes ☐ No ☐ Not sure

If yes, tell a worker straight away or call Wara Yindi on 0474 463 754. After hours or urgent: Jacinta Dempsey 0437 474 521 or Jayden Taylor 0434 279 400. If anyone is in danger, call 000.

If your complaint is about Jacinta Dempsey (Director), you can give it to Jayden Taylor, Director (0434 279 400), or Diamond Fentiman (diamond@warayindi.com.au), or contact the NDIS Commission. Because the two Directors are married, we can arrange an independent external person to look into it if you prefer.

7. Sharing information

To look into your complaint we may need to share some information with the people involved. We only share what is needed. Sometimes we must report something to keep people safe or because the law says so – if this happens we will tell you, where we can.

I understand and agree	☐ Yes ☐ I would like to talk about this first
Signature (optional) and date	

Give this form back to us

Give it to any worker, email admin@warayindi.com.au, or post or drop it in to 6 Haynes Street, Whyalla Norrie SA 5608. We will tell you we received it within 2 business days and aim to sort it out within 21 business days.

You can also go to: NDIS Quality and Safeguards Commission – 1800 035 544 (free call), ndiscommission.gov.au. Interpreter: TIS National 131 450. Privacy – Office of the Australian Information Commissioner, 1300 363 992, oaic.gov.au. Health and community services in SA – Health and Community Services Complaints Commissioner, hcscc.sa.gov.au.

Office use

Received by; date and time	
How received	☐ In person ☐ Phone ☐ Text ☐ Email ☐ Letter ☐ Other
Passed to Director (date and time)	
Register reference (C-YYYY-NNN or F-YYYY-NNN)	
Risk rating	☐ Critical ☐ High ☐ Medium ☐ Low
Complaint Management Record opened (WY-FRM-CMR-002)	☐ Yes ☐ Not needed (compliment or feedback only)

Document control

Document	RIG-02-F1 Feedback and Complaint Form
Version	1.2 – approved 23 October 2026
Document owner	Director (Key Personnel)

Approved by / date	Approved by Jacinta Dempsey, Director, on 23 October 2026. Approval recorded in the Policy Suite Register (NDIS Audit Compliance Workbook) – no signature required.
Next review	23 October 2027, or earlier if registration, key personnel, legislation, an audit finding, incident or complaint requires it
Related policies	RIG-02 Feedback, Complaints and Protection from Retaliation; SAF-01 Incident Management; CHD-02; INF-01 Privacy; GOV-02 Conflict of Interest; WY-FRM-CMR-002; WY-INF-HMC-002
Store completed form	OneDrive → Organisational Documents → Complaints (restricted); entered in the Complaints Register
Supersedes	RIG-02-F1 v1.1 and WY-FRM-CFF-002 Complaint, Compliment and Feedback Form v2.0 (merged – one form for everyone).
Records	Uncontrolled when printed. Completed records are kept in line with the Records Retention, Archiving and Disposal Policy.