



Feedback form

Thank you for taking the time to provide us with your feedback. Any feedback you provide helps us to improve our services, and support our clients better.

What type of feedback is this?

Compliment Complaint Suggestion

Your details (leave this blank if you wish to remain anonymous)

Name Relationship to client
Phone Email
Address

Please note, if you remain anonymous we will not be able to contact you to update you on the progress of your feedback.

Is the feedback in relation to one of our current or former clients?

Yes (please record their details) Yes, details are same as above No

Name NDIS number
Phone Email

What is your feedback?

Did you discuss this with anyone from PlanCare?

Yes, their name is _____

No

If yes, what was the outcome?

What outcome would you like, as a result of submitting your feedback?

How should we contact you about progression of your feedback?

Phone Email Text In person Any is fine Don't contact me

What happens from here:

- | | |
|--|--|
| 1 We log your feedback in the system | 4 A list of tasks is created if further action needed |
| 2 We allocate your feedback to a case manager | 5 Remedial activities are completed and logged |
| 3 Case manager will investigate the feedback, and provide update within 7 business days | 6 The final findings from the feedback is logged, and we close the case |

We collect and handle personal information that you provide on this form for investigating and responding to your feedback. We will only use your information in accordance with relevant privacy and other laws. You can read more information about our Privacy Policy at www.plancare.com.au/privacy. For us to provide the best possible service, we may need to share your personal information with others, such as NDIS Commission, etc. that deals with the concerns identified in your feedback. If you've given us a compliment (yay - thanks!), we would love to share it with the world. We'll contact you before doing this, in case you wish to be anonymous.

If you're not happy with the outcome of your feedback, you can contact the NDIS Quality and Safeguards Commission on 1800 035 544, or complete the complaint form at www.ndiscommission.gov.au. You can also call the NDIS on 1800 800 110 or email feedback@ndis.gov.au.

**Please send this form to feedback@plancare.com.au,
or to PO Box 3556, Success WA 6964.**