

Changing Tracks values feedback of any sort, whether it is a complaint, a compliment, or a suggestion. We encourage participants and their chosen representatives to provide feedback freely. This helps us to understand what is working well, what is not working well, and what people need and want from our service. ***You have the option to provide all feedback anonymously. It's your choice.***

WHAT FEEDBACK ARE YOU PROVIDING TODAY? (Please tick)		
<input type="checkbox"/> Complaint	<input type="checkbox"/> Compliment	<input type="checkbox"/> Feedback

PERSONAL DETAILS			
Do you wish to remain anonymous? (Please tick)		<input type="checkbox"/> YES	<input type="checkbox"/> NO
<i>If yes, leave personal details blank</i>			
NAME			
ADDRESS			
PHONE		MOBILE	
EMAIL			

FEEDBACK INFORMATION
Please share any feedback or concerns here. Include what led to making the complaint, compliment or feedback, the approximate dates and who was involved.

Have you raised your complaint or feedback with Changing Tracks, another agency or person for assistance? (Please tick)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
If yes, please tell us who you communicated with and what was the outcome?		
What outcome would you like as a result from raising this complaint or providing this feedback?		
If you are making a complaint or giving us feedback how would you like us to let you know about the progress or outcomes?		
<input type="checkbox"/> In person	<input type="checkbox"/> By phone	<input type="checkbox"/> By email
<input type="checkbox"/> By mail		

### PRIVACY

- **Changing Tracks** is committed to protecting your privacy. We collect and handle personal information that you provide on this form for investigating and responding to your complaint, compliment, or feedback.
- **Changing Tracks** will only use your information in accordance with relevant privacy and other laws. With your consent, for us to provide the best possible service, we may need to share your personal information with others, such as advocacy or health-related organisations or businesses, to assist with any concerns identified.
- Please be advised that Changing Tracks may use and publish compliments to promote our services. No personal or identifying information will be used. If you do not want your compliment to be published, please let us know.
- If you choose to remain anonymous, Changing Tracks may be unable to respond to your complaint, compliment or feedback.  
If you wish to contact Changing Tracks about the information that you provide on this form, please call 0447 325 196 or email [info@changingtracks.com.au](mailto:info@changingtracks.com.au)
- If you are unsatisfied with the Changing Tracks' resolution of your complaint you can contact an advocacy service for assistance (see Guidebook or website for details) or contact the NDIS Quality and Safeguards Commission 1800 035 544 or [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### HOW TO RETURN THIS FORM TO CHANGING TRACKS

*Print, complete and return in one of the following ways*

Email <a href="mailto:info@changingtracks.com.au">info@changingtracks.com.au</a>	Post – PO Box 823, Ocean Grove, 3226	Hand to a staff member
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### DECLARATION

*I declare that the information I have provided is true and correct.*

<b>SIGNATURE</b>		<b>DATE</b>	
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