

NURTURING HANDS ALLIED HEALTH PTY LTD

Complaints and Feedback — Easy English Form V2.0

Version 2.0 · September 2026

About this form

You can use this form to tell us what you think.

You can tell us if you are happy.

You can tell us if you are not happy.

You can tell us what went well.

You can tell us what went wrong.

We want to hear from you.

Who can make a complaint?

You can make a complaint.

A family member can help you.

A friend can help you.

A carer can help you.

An advocate can help you.

A support coordinator can help you.

Anyone who supports you can help you make a complaint.

You can also make a complaint for someone else with their permission.

You can get help to make a complaint

You can ask someone you trust to help you.

You can ask for an interpreter.

You can ask us to help you fill in this form.

You can ask for this form in another format.

It is okay to ask for help.

How to tell us

You can:

- Phone us on 03 9003 0253.
- Email us at deb@nurturing-hands.com.au.
- Post this form to 15 Caromar Street, Croydon VIC 3136.
- Tell your Allied Health Assistant.
- Ask someone to contact us for you.

About you

Your name: _____

Your phone number: _____

Your email: _____

Your address: _____

Your address line 2: _____

What is the best way to contact you?

- ☐ Phone
- ☐ Email
- ☐ Post
- ☐ Another way: _____

Do you want someone to help you?

- ☐ Yes
- ☐ No

If yes, what is their name? _____

How do they help you? _____

What would you like to tell us?

Please tick one or more boxes.

- ☐ I want to give feedback. Something went well.
- ☐ I want to make a complaint. Something went wrong.
- ☐ I want to say thank you.
- ☐ Something else.

Tell us what happened in your own words.

What would you like to happen?

Please tell us what you would like us to do.

You can tick one or more boxes.

- ☐ Say sorry.
- ☐ Explain what happened.
- ☐ Fix the problem.
- ☐ Change something.
- ☐ Talk with me about what happened.
- ☐ Other.

I would like you to: _____

What happens next?

Step 1 — We will read your form.

Step 2 — We will contact you within 5 business days.

Step 3 — We will tell you what we will do.

Step 4 — We will try to fix the problem.

Step 5 — We will tell you the result.

We may need to ask you some questions.

We will keep you updated.

Making a complaint will not affect the support you get.

You will not get in trouble.

How we work

Nurturing Hands is an Allied Health Assistance provider.

We do not employ your therapists.

We work under the direction of your own treating Allied Health Professional.

Your therapist makes your plan.

Our team helps you practise it.

Your privacy

We will use the information in this form to respond to your feedback or complaint.

We will keep your information safe.

We may need to share information with people who are helping us look at your complaint.

We will ask for your permission before sharing information where possible.

Sometimes the law requires us to share information.

You can ask us how we use your information.

You can read our Privacy Policy V2.0.

If you have a privacy question, contact us:

Phone: 03 9003 0253

Email: deb@nurturing-hands.com.au

If you are not happy with our answer

You can tell someone outside Nurturing Hands.

You can contact the NDIS Quality and Safeguards Commission.

Phone: 1800 035 544

Website: ndiscommission.gov.au

This is free.

They are separate from us.

You can ask an advocate, family member, carer or support person to help you.

If there is an immediate danger, call 000.

You can also send this form back to us

Nurturing Hands Allied Health Pty Ltd

Post: 15 Caromar Street, Croydon VIC 3136

Phone: 03 9003 0253

Email: deb@nurturing-hands.com.au

This form is free.

You can get a copy in another format if you need one.

