**Thrive Rehab Complaint Form**

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**Part A – My details (optional...this form may also be submitted anonymously**)

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| Full Name (optional): |
| NDIS Number (if known): |

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**Part B – About the person making the complaint (if different to part A)**

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Complete this section if you are complaining on behalf of someone else

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| Name of person: |
| What is your relationship to the person making the complaint? |
| Is the person making the complaint aware that you are submitting this on their behalf? |
| Does the person consent to the complaint being made:  |
| Name of representative: |
| Organisation (if relevant): |
| Address: |
| Contact Number: |
| TTY: |
| Email: |
| Which method of contact do you prefer? |

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| **Part C – The complaint (Please describe details of the complaint)**  |

What is the complaint about?

Provide happened and who w**Part D – Who is your complaint about?**

Name of the person, or services about whom you are complaining

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| Name of representative:​ |
| Organisation (if relevant):​ |
| Address:​ |
| Contact Number:​ |
| TTY:​ |
| Email:​ |
| What is this person’s/organisation’s relationship to you?  |
| What is the outcome you are looking for? |

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| **Part E – Additional details** |

To submit your complaint to Anita Brown-Major, Thriverehab, you can:

* Call us on 04204034096
* or email your completed form to thriverehab16@gmail.com

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To submit your complaint to the NDIS commission, you can:

* Call them on 1800 035 544
* TTY on 133 677
* or visit their website on [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

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If you need help to make a complaint, you can contact the National Disability Advocacy Program and follow the link to find an advocate in your area:

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>details to help us understand your concerns.  You can include what happened, where it happened and who was involved, or the decision/service made by the Jane Galvin OT that you are unhappy about.