



Feedback Form - How Are We Doing?

We value your feedback and aim to continuously improve our services. Please take a few moments to complete this questionnaire and email this form to hello@beyondmentoringsa.com.au - Thank you for your participation!

Please rate the quality of the service you have received from BMSA.

- 1 2 3 4 5

Disappointing Exceptional

Please rate the quality of the service you have received from your Mentor.

- 1 2 3 4 5

Disappointing Exceptional

Was your Mentor...

- Courteous? Yes | No
- Supportive? Yes | No
- Prompt and efficient? Yes | No
- Patient? Yes | No
- Communicative? Yes | No
- Professional? Yes | No
- Capable? Yes | No
- Honest and trustworthy? Yes | No
- Present and engaged? Yes | No
- Collaborative? Yes | No
- Initiative? Yes | No
- Able to assist you with your goals? Yes | No

Please share any information regarding your experience

Please share any additional comments or suggestions.

Would you recommend BMSA's Services?

- Yes | No

- 1 2 3 4 5

Unlikely Highly likely

Information Details:

Name/Anonymous: _____

Phone: _____

Email: _____





Complaint Form:

- Please note: Your complaint will be treated confidentially and addressed promptly. We take all complaints seriously and are committed to resolving them to your satisfaction. Thank you for bringing this matter to our attention. Once completed, please email this form to hello@beyondmentoringsa.com.au

1. Contact Information:

Name of Participant/Representative/By stander:	
Participant's NDIS Number: (if applicable)	
Contact Number:	
Email:	
Preferred Method of Contact:	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> In Person Meeting
Date:	

2. Complaint Details:

Nature of Complaint	Description
<input type="checkbox"/> Service Quality	
<input type="checkbox"/> Staff Conduct	
<input type="checkbox"/> Communication	
<input type="checkbox"/> Timeliness	
<input type="checkbox"/> Breach of Confidentiality	
<input type="checkbox"/> Conflict of Interest	
<input type="checkbox"/> Other	



3. Further Information:

Incident Information: (If Applicable)	Details
Date and Time of Incident:	
Location of Incident:	
Additional Information:	

4. Resolution Sought:

Please specify how you would like this matter to be resolved:	
Additional Information:	

Name: _____

Signature: _____

To make a complaint to the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission, you can follow these steps:

1. **Identify the Issue:** Clearly identify the issue or concern you wish to raise with the NDIS Commission. Ensure you have relevant details and documentation to support your complaint.
2. **Contact the NDIS Commission:** You can lodge a complaint with the NDIS Commission through various channels:
 - Online: Visit the NDIS Commission website and fill out the online complaint form.
 - Phone: Call the NDIS Commission's Complaints Hotline at 1800 035 544 (Monday to Friday, 9:00 am to 5:00 pm local time).
 - Email: Send an email to feedback@ndiscommission.gov.au.
 - Mail: Send a written complaint letter to the NDIS Commission at GPO Box 700, Canberra ACT 2601.
3. **Provide Details:** When lodging your complaint, provide as much detail as possible, including:
 - Your personal details (name, contact information).
 - Details of the participant involved (if different from yourself).
 - Nature of the complaint, including dates, times, and locations if applicable.
 - Any supporting documentation, such as records, emails, or witness statements.
4. **Expect Acknowledgment:** Once your complaint is received, the NDIS Commission will acknowledge it promptly and provide you with a reference number for future correspondence.
5. **Investigation and Resolution:** The NDIS Commission will investigate your complaint thoroughly and work towards resolving it. They may contact you for further information or clarification during this process.
6. **Updates and Feedback:** The NDIS Commission will keep you informed of the progress of your complaint and provide updates on any actions taken. You may also have the opportunity to provide feedback on the resolution process.
7. **Follow Up if Necessary:** If you are not satisfied with the resolution of your complaint, you can follow up with the NDIS Commission for further assistance or escalation.

It's important to note that the NDIS Commission is responsible for handling complaints related to NDIS providers' conduct and compliance with quality and safety standards. If your complaint involves criminal activity or immediate risk to someone's safety, you should contact the police or emergency services immediately.