



Participant/Service User Feedback, Complaint and Compliment Form

We value your experience at BCRG.

This may be about something that we did well or something that we need to do better.

BCRG will resolve complaints openly, honestly, and quickly.

Please tick:

FEEDBACK

COMPLAINT

COMPLIMENT

Date: _____

Your comments:

If you would like to be contacted, please leave your details (optional).

Name: _____

Address: _____

Phone: _____

Email: _____

Thank you for your comments. Your feedback is important to us.

Your complaint and a response will be acknowledged within one (1) working day.

(Ask to see our Complaints/ Feedback Policy and Procedures for our detailed process).

You can make a complaint to the NDIS Commission by phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>