SDA Customer Feedback and Complaints Form

**How do I share my feedback?**

**Email:** <DHSSDAEnquiries@sa.gov.au>

**Writing:** Department of Human Services GPO Box 292, Adelaide SA 5001

**Phone:** 08 8207 0459

Or if you are not satisfied you can lodge your complaint directly with the **NDIS Quality and Safeguards Commission,** which is an independent agency established to improve the quality and safety of NDIS support and services.

<www.ndiscommission.gov.au/contact-us/makeacomplaint>

**What will happen to my feedback?**

* We will aim to acknowledge your feedback within **5 business days**.
* We aim to address all feedback within **21 business days.**
* We will always use your feedback to continually improve our services.

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| **Given Name** |  | |
| **Family Name** |  | |
| **Date** |  | |
| **Address** |  | |
| **Phone Number** |  | |
| **Please provide details of the Feedback or Complaint** | | |
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| ***For internal Use*** | | |
| **Investigation** | | |
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| **Outcome** | | |
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| **Date Notified** |  | |
| **Details of Review** | | |
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| **Registration Number** | |  |