Client Feedback Form



We welcome your comments & feedback

We are interested in hearing when we have done a good job and we are also interested in knowing if there are areas in which we can improve our services.

We take your privacy seriously and all feedback is treated with complete confidentiality.

Who can provide feedback?

Everyone who accesses services and supports provided by SAL Consulting has the right to provide feedback and make comments.

What we will do with the feedback you provide

Your feedback will be used to let staff know about your experience and ensure their efforts are acknowledged.

Your feedback will also allow us to identify any aspect of our services that need improvement.

What you can expect

If you have provided contact details, you will be contacted by phone or in writing to acknowledge receipt of your comments within 5 business days.

If you have raised an issue that requires investigation you will receive a response in writing within 21 days.

If you are not satisfied with the response, please contact our Business Support team who can escalate your concern.





You can either submit the attached form or make comment by speaking directly with:

- the consultant involved with your
- the Operational Supervisor of the consultant working with you.

Alternatively, you can contact our Business Support team between 9.00am and 5.00pm Monday to Friday AEST. Our contact details are at the bottom of this flyer.

Our Policies & Forms

Several of our policies and forms are available on our website under Privacy / Terms & Conditions including this one.

- NDIS Code of Conduct
- **Human Rights**
- Managing External Feedback & Complaints
- Privacy & Confidentiality
- Client Consent Form
- Client Feedback Form
- Client Rights & Responsibilities

How to submit this form

You can return this form by post, in person or via email:

- Suite 10, 380 Pennant Hills Road, Pennant Hills NSW 2120
- Suite 1.09, 22-36 Mountain Street, Ultimo NSW 2007
- PO Box 232, Beecroft NSW 2119
- info@salconsulting.com.au

NDIS Commission

If you feel that we have not handled your complaint appropriately, you are able to contact the NDIS Commission:

- Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form on their website www.ndiscommission.gov.au

SAL Consulting is committed to uphold the rights of clients to informed decision-making in relation to any service we provide. We adhere to the NDIS Code of Conduct which promotes a safe and ethical service delivery by setting out expectations for the conduct of both NDIS providers and workers.

When receiving services and supports from SAL Consulting you should expect that you will:

- Be treated with respect and dignity, irrespective of culture, language, age, disability and/or
- Be consulted about your needs and preferences and be able to refuse or accept assistance.
 Be involved indecisions about the
- services you receive.
- Be provided with a clear explanation of the services you will
- Have access to and receive professional, competent services that match your needs delivered by appropriately qualified workers.
- Have access to information about SAL Consulting including services offered, policies and procedures, client rights and complaints procedures.
- Be advised of any changes to services or supports.
- interpreter at any time. Have your privacy and confidentiality respected.
- Have access to, subject to the rights of others, access to any personal records held by SAL Consulting.
- Be free to complain or express grievances about any aspect of SAL Consulting services, to appeal decisions about service provision and expect to be treated fairly, promptly and without retribution.

Contact Us

Main Office / Administration Suite 10, 380 Pennant Hills Road Pennant Hills NSW 2120 1300 851 795 info@salconsulting.com.au

More information is available at: www.salconsulting.com.au

Client Feedback Form



Please tell us what your experience has been like. Provide as much detail as possible including names, dates and locations:	Date:
	Are you:
	(please circle)
	ClientPerson responsible
	Guardian
	Service provider/agencyOther
	- Gailei
	If other, please specify:
	Name:
	(you may choose to remain
	anonymous)
	Do you wish to be contacted about
	your comments?
	(please circle)
	. Vos
	YesNo
	Contact details
	Phone:
	Email:
	Address:
	Contact Us
	Suite 10, 380 Pennant Hills Road
	Pennant Hills NSW 2120
	The Clinic - Suite 1.09, 22-36 Mountain
	St, Ultimo NSW 2007
	PO Box 232, Beecroft NSW 2119
	1300 851 795
	info@salconsulting.com.au
	More information is available at:
	www.salconsulting.com.au
	REGISTERED Find us on



