

Complaints and Feedback Form

1 – What is the nature of your feedback?

* Comment
* Compliment
* Complaint

2 – What service is your feedback in relation to?

* Supported Independent Living
* Community Participation
* Centre Based Activities

3 - What is the location of the services you wish to share feedback on?

* NSW
* QLD

4 – What is your relationship with Thrive365?

* Thrive365 Participant
* Thrive365 staff
* Family member or guardian
* Extern provider
* Member of public
* Other –

5 – Tell us about your complaint, providing as much information as possible including –

* What happened?
* When?
* Where?
* Who was involved?

6 – Do you have any supporting documentation of photos for your complaint?

* Yes
* No

**If you have any supporting documents relating to your complaint, this can be submitted via email to** [**feedback@thrive365.com.au**](mailto:feedback@thrive365.com.au)**.**

6 – Please tell us what other steps have been taken to resolve this matter?

7 – Please tell us what outcome you are seeking from this complaint?

8 – Please provide further details on your complaint (if insufficient space above)

9 – Would you like a response to your complaint / feedback?

* Yes
* No

**If 'Yes' please provide your contact details below. Note: You may make a complaint anonymously, but this may limit our ability to provide a response and if you do not provide enough information, we may not act on, or be able to resolve your complaint or concerns.**

First Name Last Name

Email Contact Number

10 – I prefer contact by

* Phone
* Email
* Letter
* N/A

**Important notice**

Note your feedback will go to Thrive365’s feedback email which will be forwarded to the relevant Business Area. We will keep your personal information confidential as far as possible. However, there may be some circumstances when your personal information will need to be provided to others as part of the process of addressing your complaint. Personal information may also be released under the provisions of the Privacy Act 1998 and may be subject to release under the Freedom of Information Act 1989. We will keep this form as part of our Directorate records. The Directorate collects, manages, uses and discloses personal information under the requirements of the Information Privacy Act 2014 and the Health Records (Privacy and Access) Act 1997.