

Please provide details of your feedback:

What would you like to happen in relation to your feedback?

Would you like to be contacted about your feedback?

- ☐ **Yes**  
Please enter your contact details below
- ☐ **No**  
Please note we may not be able to investigate your feedback fully if we are unable to discuss it with you.

Name

Postal Address

Phone Number

Email Address

Do you require interpreting services?

- ☐ **Yes**
- ☐ **No**

If yes, which language?

Thank you for your feedback

Please return your form:

Via email  
**feedback\_complaints@minda.asn.au**

Or via post

**Complaints Management Team  
Minda Inc  
PO Box 5  
Brighton South Australia 5048**

Or give your completed form to a **Minda staff member**

Minda Incorporated  
12-16 King George Avenue,  
Brighton SA 5048

Phone 1800 164 632  
mindainc.com.au

Find us on social media  
**@mindainc**



Your feedback is important



## We welcome your feedback

Your feedback is valuable to us, when you provide us with feedback, it helps us to understand what we are doing well, as well as the areas where we can improve and grow. Feedback could be a compliment, suggestion, complaint.

## How can I provide feedback?

In the first instance, you have the option to talk with staff that your feedback relates to. Often issues of concern can be resolved quickly and effectively at the first point of contact. You could do this in person, by phone or email.

Other options include:

Fill out this Feedback and Complaints form and post it to

**Complaints Management Team**  
**Minda**  
**PO Box 5**  
**Brighton South Australia 5048**

Or give your completed form  
to a **Minda staff member**

Call  
**1800 164 632**

Visit  
**mindainc.com.au**

## How is my feedback managed?

You will be contacted by the Complaints Management Team who will speak to you about your complaint or feedback (if you request a response).

Your complaint will be acknowledged in writing or by phone, and sent to the relevant area to respond/action your concerns. We aim to resolve complaints within 20 days.

## What can I do if I am unhappy with the response to my feedback?

If you are unhappy with the outcome you can

- Contact the Complaints Management Team who will manage your complaint/feedback, they initiate further action through the escalation process
- Seek support from an external agency such as:

**NDIS Quality & Safeguards Commission**  
Phone 1800 035 444

Interpreters can be arranged:

**National Relay Service**  
Phone 1800 035 544  
[ndiscommission.gov.au/about/complaints](https://ndiscommission.gov.au/about/complaints)

# Feedback and Complaints

Date

I am a:

- ☐ Client
- ☐ Supported Employee
- ☐ Family Member
- ☐ Friend
- ☐ Advocate
- ☐ Assigned Guardian
- ☐ External Provider
- ☐ Minda Employee
- ☐ Minda Volunteer
- ☐ Other (please specify):

Nature of your feedback:

- ☐ Compliment
- ☐ Suggestion
- ☐ Complaint
- ☐ Other (please specify):

Does your feedback on behalf of a person with disability receiving services from Minda?

- ☐ Yes
- ☐ No

If yes, please provide their full name:

Site, service or location this feedback is about:

Thank you for taking the time to  
provide your feedback

