

Client Complaints, Compliments and Suggestion Form

Nextt is committed to listening and responding to complaints, compliments, and feedback. Anyone can provide a complaint, compliment, or general feedback. This includes clients, participants, their friends, advocates, key supports or family members or any other individual. You can choose to be anonymous.

You can provide feedback using our online form or by phoning us, emailing this form to **feedback@nextt.com.au** or posting it to our offices (details are available on the website).

If you have additional communication support needs, an accessible version of this form is available via our website

I would like to submit a: Complaint Compliment Opportunity for Improvement

Contact details:

I Would like my feedback or complaint to be anonymous

Your name: _____ Date: _____

Name of client feedback relates to (if applicable):

Please state your relationship with Nextt/the client in question : _____
(e.g., client, participant, family member of client, advocate etc.)

Select preferred method of contact:

Phone number: _____

Email: _____

Do you require an interpreter, additional communication supports or cultural/diversity considerations?

No Yes - Describe: _____

What Region does this relate to? _____

What Types of supports are received by you/the client: _____

Details of your Complaint / Compliment / Feedback: _____

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Complaints Policy: Nextt is committed to ensuring that all clients, participants, their families, carers and/or advocates are free to raise a complaint, to have their complaint dealt with promptly, fairly and in a non-threatening manner and to have their complaint resolved if possible.

Nextt recognises that clients, participants, their families, carers and/or advocates may feel vulnerable when making a complaint and negotiating a resolution. This feeling of vulnerability can be compounded for people with special needs, so this policy is written within this context.

To ensure that Nextt Group's treatment of complaints is fair, Nextt Group is committed to the following principles:

- Complaints are viewed positively as part of our commitment to continuous improvement.
- Anyone has the right to raise any complaints or concerns regarding any matter related to services provided by Nextt, and to have their concerns listened to and resolved fairly
- Anyone raising a complaint can do so without fear of retribution
- Anyone wishing to raise a complaint can do so at any level in the organisation
- The person raising the complaint has the right to be informed about the internal and external avenues open to them to raise their concerns, and how their complaint will be handled
- The complaints process shall be client oriented, culturally aware, accessible, timely, efficient, and confidential
- Clients/Participants have the right to have a friend or advocate support them in raising their concerns
- Complaint handling shall, whenever possible, focus upon improving existing services.

Please do not hesitate to contact us if you require translation services or have any questions or concerns about the above.

If a complainant is not satisfied with the way Nextt is handling their complaint, details of external services who can assist further are detailed on our website