



Feedback, Compliments & Complaints Form

Instructions · for participants, families, carers, advocates and providers · Version 2.0 · October 2026

Thank you for taking the time to tell us what you think. Your compliments, feedback and complaints help us improve our service. **Making a complaint will never affect your service or payments.**

How to fill in the form (page 2)

- 1. Type or write.** Type your answers into this form on your computer (Word or fillable PDF) and save it, or print it and write by hand. Tick the boxes that apply.
- 2. Answer what you can.** You can skip any question. Only the Your feedback section is needed.
- 3. You can stay anonymous.** Leave your name and contact details blank. If you stay anonymous we cannot tell you what happened, so please give as much detail as you can.
- 4. Someone can help you.** A family member, carer, friend, advocate or support coordinator can fill in the form for you or with you.
- 5. Need more room?** Attach extra pages, or copies of invoices, statements, emails or photos.

How to send it back

Email	contact@jppm.com.au — attach the completed form
Post	JP Plan Management Pty Ltd, P O Box 5433, Cranbourne Vic 3977. You do not need to sign it or include a return address.
Phone or text	0401 034 538 (9am – 4pm, Monday to Friday). You can read your answers to us instead.
Website	Fill in the Feedback web form on our Contact Us page

What happens next

1. We record your feedback in our Feedback & Complaints Register.
2. If you gave us your contact details, our Manager will contact you **within 1 business day**.
3. We look into what happened and aim to resolve complaints **within 21 business days**, keeping you informed.
4. If you are not happy with the outcome, our Director will review it. You can also contact the NDIS Commission.

Help and other contacts

An interpreter	TIS National 131 450 — ask them to call JPPM on 0401 034 538
Help to hear or speak	National Relay Service — TTY 133 677 or Voice Relay 1300 555 727, then ask for 0401 034 538
A free, independent advocate	Disability Gateway 1800 643 787 or the Ask Izzy Disability Advocacy Finder
To complain to someone other than JPPM	NDIS Quality and Safeguards Commission 1800 035 544 · ndiscommission.gov.au — at any time, first or instead of us
Your NDIS plan or funding	NDIA 1800 800 110

If someone is in immediate danger, call 000. To report abuse or neglect of a person with disability, call the National Disability Abuse and Neglect Hotline on [1800 880 052](tel:1800880052).

Privacy: JPPM keeps your information confidential and stores it securely for 7 years, as required by the NDIS (Complaints Management and Resolution) Rules 2018. We only share it with the people who need it to resolve your feedback, or where the law requires. See our [Privacy Policy](#) and [Feedback Policy](#).



Feedback, Compliments & Complaints Form

Please read the instructions on page 1. Return to contact@jppm.com.au or P O Box 5433, Cranbourne Vic 3977.

About your feedback

Type	Compliment Feedback Complaint	Today's date	
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About you (optional — leave blank to stay anonymous)

I am a	Participant Nominee Family member / carer Provider Support coordinator Advocate		
Your name		Participant name (if different)	
NDIS number		Phone	
Email		Best time to call	
Contact me by	Phone Email Letter Text Please do not contact me		

Your feedback

What would you like to tell us? (what happened, what you liked, or what we could do better)			
When did it happen?		Who was involved?	
What would you like to happen now?			

Support and safety

Support needed	☐ Interpreter (language: _____) ☐ Advocate ☐ Easy Read ☐ National Relay Service ☐ None
Someone helping you?	☐ No ☐ Yes — name and relationship: _____ ☐ JPPM may talk to this person
Anyone at risk of harm?	☐ No ☐ Yes — if someone is in immediate danger, call 000 now

Consent (optional)

Consent	☐ JPPM may share this information with the people it needs to, to resolve my feedback. I would like the outcome in writing.		
Signature		Date	

Office use only — staff to complete and record in the Feedback & Complaints Register

Reference no.		Date received		Received by	
Received via	Phone Email Post Website In person			Acknowledged (date/method)	
Entered in register		Outcome given		Filed in CRM / file	