



Nesian Point welcomes feedback when:

- We have done something well
- We have made a mistake
- We have treated you badly or unfairly
- We have made a wrong decision; or
- We can do something better or differently.

We recognise that at times we may not meet your expectations.

NP encourages participants to express concerns or grievances by filing a formal complaint. Each filed complaint is taken seriously.

Reasonable and active steps to address dissatisfaction and improve the area of concern are taken, wherever possible. Participants who file a formal complaint will not face retaliation or barriers to service.

Please take note of the following NP guidelines:

#### **Who Can File a Feedback or Complaint?**

1. A current participant
2. Former participants.
3. Potential participants waiting to access NP.
4. Someone acting on behalf of a participant, provided they have obtained the participant's consent.

Complaints can be made known to NP by the participant requesting a Participant Feedback & Complaint Form and submit it in person to a staff member or the Director or Operations Manager. The staff member submits the complaint to the Director or Operations Manager

The participant may verbally express a complaint to a staff member and have the staff member follow up with the Director or Operations Manager.

The personal information requested on this form is primarily being collected by NP for the purpose of investigating and responding to feedback or a complaint.

This information will be used solely by NP for that purpose or directly related purposes. NP may disclose some of this information to relevant organisations if the nature of the feedback or complaint involves serviced delivered/ matters dealt with by parties other than NP.

If sufficient information is not collected on this form NP may not be able to effectively address the issue(s) raised and provide a successful resolution.



**Participant Feedback & Complaints Follow-up Action by NP**

Feedback or complaint made by phone  email  in person  in writing

**Received by:**

**Date:**

Information provided to the Director or Operations Manager – **Date:**

Acknowledged by phone  email  in person  in writing

Date of acknowledgment:

<b>Action taken</b>
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Was the final response made to the participant YES – NO

Date of contact

<b>Comments</b>
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Relevant information added to the Participant Feedback & Complaints Register

**YES - NO**

File Closed

**YES - NO**

**Director or Operations Manager Signature:**