

Complaints Form

If something hasn't felt right, we want to know. This is how to tell us.

Eluma takes every concern seriously. If you are unhappy with something we have done — or not done — please tell us. You can complete this form and email it to office@eluma.au, or post it to the address above. We will read it carefully, contact you to talk it through, and respond properly. We aim to acknowledge every complaint within two business days.

PART 1

Your details

So we can get back to you about what you have raised.

FULL NAME

YOUR RELATIONSHIP TO ELUMA (PARENT, CARER, PARTICIPANT, REFERRER, OTHER)

PHONE NUMBER

EMAIL ADDRESS

POSTAL ADDRESS

SUBURB OR TOWN

POSTCODE

Optional. If you are raising this on behalf of a child we work with, please add their name.

CHILD OR PARTICIPANT'S NAME

PART 2

What happened

Tell us in your own words. The more specific you can be, the better we can respond.

1. What is the complaint about? Where you can, include dates, times, and the names of any team members involved.

YOUR ANSWER

2. How has this affected you, your child, or your family?

YOUR ANSWER

3. What would a good outcome look like? How can we put this right?

YOUR ANSWER

PART 3

Declaration

By signing below, I confirm that the information I have given is true and correct to the best of my knowledge.

SIGNATURE

DATE

DD / MM / YYYY

OFFICE USE ONLY

Received

DATE RECEIVED

DD / MM / YYYY

RECEIVED BY

REFERENCE NO.

WHERE TO SEND THIS

By email office@eluma.au

By post Eluma · Suite 24, Level 2, 66 Victor Crescent, Narre Warren VIC 3805

By phone 1300 131 805 — ask to speak with the practice director

If you would prefer not to use this form, that is completely fine. A phone call or an email in your own words is just as welcome.

IF YOU WOULD RATHER NOT COME TO US

You can contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at ndiscommission.gov.au. They handle complaints about NDIS providers independently of us.