



Feedback, Complaints & Concerns Form

Type into this form and save it, or print it and write. Only "What happened" is needed. You can stay anonymous.
Making a complaint or raising a concern will never affect your service or payments.

Is someone in danger right now? Call 000. Do not wait for this form.

1. What would you like to tell us?

- ☐ Compliment ☐ Feedback ☐ Complaint
☐ Report a concern – something is wrong (for example abuse, neglect, fraud or misuse of NDIS funds)

2. About you (optional – leave blank to stay anonymous)

I am a ☐ Participant ☐ Family / carer ☐ Nominee ☐ Provider ☐ Support coordinator
☐ Advocate ☐ Other

Your name

Participant name (if different)

Participant NDIS number

Phone

Email

Best time to contact you

Contact me by ☐ Phone ☐ Email ☐ Post ☐ Please do not contact me

3. Tell us what happened *

What happened, when, and who was involved (if you know). For a concern, please tell us if the person is safe now.

What would you like to happen now?

4. Help and safety

Support you need ☐ Interpreter ☐ Advocate ☐ Easy Read ☐ National Relay Service

Language or other support:

Is someone helping you fill this in? Name and relationship:

Date



How to send this form to us

Email	contact@jppm.com.au – attach the saved form
Post	JP Plan Management Pty Ltd, PO 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
Website	Use the Feedback, Complaints & Concerns form on our Contact Us page: jppm.com.au/contact-us – you will get a reference number

What happens next

1. A JPPM representative records what you told us.
2. If you gave us your contact details, we contact you within 1 business day.
3. If someone may be at risk of harm, abuse, neglect or fraud, we act straight away.
4. We look into it fairly and give you an outcome, with reasons, within 30 days. We keep you updated.
5. If you are not happy with the outcome, tell us and we will look at it again – or contact the NDIS Commission.

Help and other contacts

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
Free advocate	Disability Gateway 1800 643 787, or Ask Izzy Disability Advocacy Finder (askizzy.org.au)
NDIS Commission	1800 035 544 (TTY 133 677) – ndiscommission.gov.au You can complain to the Commission at any time, first or instead of us.
Abuse or neglect	National Disability Abuse and Neglect Hotline 1800 880 052
NDIS fraud	NDIS Fraud Reporting and Scams Helpline 1800 650 717 – ndis.gov.au/reportfraud
Your NDIS plan	NDIA 1800 800 110

Privacy

We keep your information confidential and store it securely for 7 years. We only share it with people who need it to sort out your feedback, or where the law requires. See our Privacy Policy and Complaints and Feedback Policy at jppm.com.au.