



Goulburn Options will contact you within 5 days of receiving your complaint, and work with you to resolve your concern within 3 weeks.

If you would like support to make a complaint to GO we can support you to access an external advocate.

WHAT IF I'M NOT HAPPY WITH THE OUTCOME?

If you're not happy with the way Goulburn Options has handled your complaint, or you would like to take it further, you can contact the following bodies at any time:

For NDIS Participants: The NDIS Quality and Safeguards Commission

1800 035 544

TTY 133 677



GOULBURN OPTIONS
Disability Support Services



5792 3192



go@goinc.org.au

Supporting you to live your
BIGGEST LIFE POSSIBLE



GOULBURN OPTIONS
Disability Support Services

Complaints and Feedback Pamphlet



It's OK to
Complain!

COMPLAINTS AND FEEDBACK AT GOULBURN OPTIONS

Anyone can make a complaint, or give feedback to GO, at any time.

Our organisation uses complaints and feedback to make sure our organisation is always improving for our participants.

You can make a complaint or give feedback in different ways, including:

- Filling out this form
- Scanning GO's Complaints and Feedback QR Code
- Emailing Us
- Calling Us
- Organising a time to discuss your concern in-person with your Team Leader

You are allowed to make your complaint anonymously.



Scan Me!

NAME (OPTIONAL): _____

DATE: _____

PHONE/EMAIL (OPTIONAL): _____

WHAT IS YOUR COMPLAINT/FEEDBACK:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

WHAT IS YOUR DESIRED OUTCOME/WHAT WOULD YOU LIKE TO SEE HAPPEN?

Please Note: If you choose to complete this form anonymously we will not be able to contact you for any further details – please complete this form as thoroughly as possible.