

## NDIS Complaint and Feedback Form

**As a registered NDIS provider, you have the right to make complaints about our services and supports at any time.**

To make a complaint, you can fill in this Complaint and Feedback Form. We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System. If you prefer, you can make a complaint in other ways:

**Write to us:**

54 Napier Street  
Essendon Vic 3040

**Phone Us:**

(03) 9372 8899 (option 4)

**Email Us:**

[ndis@beyondthebox.com.au](mailto:ndis@beyondthebox.com.au)

<b>Your name and contact details</b>	
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<b>NDIS reference number</b>	
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<b>What is your complaint about? Please give us as much detail as possible. If you do not have enough space, you can give us more detail on a different piece of paper.</b>	
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<b>Who is your complaint about?</b>	
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<b>Do you have any documents you would like to share with us about your complaint?</b>	
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<b>Have you made a complaint about this matter to another organisation (e.g. to the NDIS Commissioner)?</b>	
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Please complete and return this form to our Complaints Officer at 54 Napier Street, Essendon, Victoria, 3040 or alternatively email it to [ndis@beyondthebox.com.au](mailto:ndis@beyondthebox.com.au).



Traverse IT Pty. Ltd. (trading as Beyond the Box)  
NDIS Provider Registration Number 4050027942