If you would like to give us feedback or a compliment, or register a complaint, please either email [letschat@onesto.com.au](mailto:letschat@onesto.com.au) or post to Unit A, 352 Mons Road Forest Glen QLD 4556 or on 1300 551 913

**We endeavour to reply in 2 working days. If you would like to know the progress of your complaint, please email** [letschat@onesto.com.au](mailto:letschat@onesto.com.au)

**To help us with your correspondence, please include the following details:**

* Your contact details, however, if you would like to remain anonymous you may do so.
* What the complaint, compliment or feedback relates to
* Whether this has been raised previously, if so by which method i.e. verbally, written communication
* The outcome you are seeking

**If you would prefer you are also able to supply this to NDIS directly in the following ways:**

* Email your form to: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)
* Post to National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601
* Drop your form off at any National Disability Insurance Scheme office

We have also included in this pack a complaint, compliment and feedback form for your use if you choose to use this.

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| **Name:** |  |
| **Telephone:** |  |
| **Email:** |  |

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| **Details of Complaint, Compliment or Feedback** |
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| **Has this been raised before? If so how?** |
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| **Outcome you are seeking?** |
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