# How can you provide feedback and/or complaints to Zyteq?

Zyteq Pty. Ltd. (Zyteq) is committed to providing high quality service delivery to all its customers. All feedback, compliments and complaints from our customers are valued as they provide Zyteq with an opportunity to review and improve its services and systems.

We want to know from you if our service meets your expectations, what worked well, what could be improved and importantly when the service was not at the expected level.

We are committed to acknowledging complaints received within 2 business days and strive to reach a resolution that keeps you involved in every decision made. At Zyteq, complaints are resolved in a fair, efficient, and timely manner, that does not impact your ongoing relationship with Zyteq.

**Ways to provide feedback**

**In person/verbally**

* Speak to our Client Service Coordinator or any team member
* Call our Customer Enquiry Service on (03) 9696 2944 or 1800 818 353

**Written**

* You can send as a message online at on the [Contact Us](http://www.zyteq.com.au/contact/) page and
* Send us an email at support@zyteq.com.au and we will get back to you within 24-48 hours.
* Send a note to our postal address: [Zyteq](http://www.zyteq.com.au/), PO Box 190, South Melbourne, VIC, 3205

*Please let us know if you have any preferred communication method so we can arrange this for you. You can also provide feedback anonymously.*

**NDIS participants can also make a complaint to the NDIS Quality and Safeguards Commission**

Telephone: 1800 035 544 (free call from landlines)

TTY: Telephone: 133 677

Translating and Interpreting Service: 131 450

Website: <https://www.ndiscommission.gov.au/about/complaints-ndis-commission>

# Complaint/Feedback Form

# Please note you do not have to use this form, Zyteq welcomes all feedback, provided in any format.

## **Part A: Customer details**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Details: Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## **Part B- About the complainant (if different to above)**

Name of person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your relationship to the person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does the person know you are making a complaint? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does the person consent to a complaint being made? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Details: Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Preferred Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ] Please check this box if you wish to provide feedback anonymously

## **Part C – What is your feedback/complaint about?**

Provide some details to help us understand your concerns. You can include what you experienced, what service/s were involved and who was involved.

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## **Part D – What is your desired outcome?**

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## **Part E – Further information**

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[ ]  Please check this box to consent to the Zyteq contacting a third party

 (e.g. a Provider or health professional) to resolve your issue.

Email your form to: support@zyteq.com.au

or post to [Zyteq](http://www.zyteq.com.au/), PO Box 190, South Melbourne, VIC, 3205

or Fax to (03) 9696 1755