



GS Electronics Complaints Handling Process





This document is to help you make a **Complaint** or give us **Feedback** via the attached form.



You can talk to **GS Electronics** on **07 3907 0569** or via email – office@gselectronics.com.au

We will then send you our complaints form to complete. Once returned, we will seek to resolve the matter expediently.



You can ask someone **you trust** to help you make a complaint.



You can ask an **Advocate** to help you. An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



We will try to **fix** your problem.

We will **talk** to you about your problem.



We will keep anything you say **private and confidential**, in accordance with the law. We may need to share the details of your complaint with a third party, who we need to in order to resolve your complaint eg: Supplier of product.



Not Happy?

You can tell:

NDIS Commission

1800 03 55 44

(This is a free call from landlines)

Or online

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

Complaints / Feedback Form

Fill in the details of the person who is making the complaint/ providing feedback.

Name of Person	
Address	
Phone	
Email	
My preferred contact method is	

If you are making the complaint/feedback on behalf of another person provide the following details.

Your Name:	
What is your relationship to the person?	
Does the person know you are making this complaint/providing feedback?	
Does the person consent to the complaint/feedback being made?	

Who is the person, or the service about whom you are complaining or providing feedback about?

Name	
Contact Details (if known)	

What is your Complaint/Feedback about?

Provide some details to help us understand your concerns. You should include what happened, where it happened, time it happened and who was involved.

Supporting Information

Please attach copies of any documentation that may help us to investigate your complaint/feedback (for example letters, references, emails).

What outcomes are you seeking as a result of the complaint/feedback?

OFFICE USE ONLY

Complaint received by	
Date received	
Action taken or required	
Date action completed	
Signature	