


Complaints / Feedback Form

Instructions:

1. Complete this form.
2. Forward with information to our Complaints Manager via email, website or post.



Email:	<input type="text"/>
Website:	<input type="text"/>
Postal Address:	<input type="text"/>

3. The Complaints Manager will contact you upon receipt of this form.

Note: You can submit an Anonymous Complaints and Feedback form in the stamped self-addressed envelope that you received at intake.

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

Name:	<input type="text"/>
Address:	<input type="text"/>
Phone:	<input type="text"/>
Email:	<input type="text"/>
Preferred contact method:	<input type="text"/>

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

Name:	<input type="text"/>
What is your relationship to the person?	<input type="text"/>
Does the person know you are making this complaint/providing feedback?	<input type="text"/>
Does the person consent to the complaint/feedback being made?	<input type="text"/>

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

Name:	<input type="text"/>
Contact details (if known):	<input type="text"/>

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 because of the complaint/feedback?

Office use only

Complaint received by:

Date received:

Action taken or required:
(Include Continuous Improvement, if relevant)

Date action completed:

Signature: