**[Insert organisation name/logo]**

**COMPLAINT FORM**

## Contact details

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | | |
| **Position title (if relevant)** |  | | |
| **Address** |  | | |
| **Phone (work)** |  | **Mobile** |  |
| **Email** |  | | |
| **Date** |  | | |

## Please indicate your preferred method of contact:

**□** Phone (note all verbal communication will be confirmed in writing)

**□** Email

**□** Mail

## Type of complaint

* I am making the complaint
* I am making the complaint on behalf of someone else

If on behalf of someone else, please state who the complaint is on behalf of and your relationship to them):

* I am making the complaint on behalf of a service/organisation.

Please state the name of the organisation and your job title:

## complaint topic

**□** Staff member  **□** Organisation’s communications

**□** Program/services activities **□** Organisation’s operations

**□** Other

## COMPLAINT DETAILS

Please provide a brief description of your complaint outlining (if possible) dates, times, people and locations as this will assist us in responding to your complaint. We also encourage you to identify your desired outcomes and expectations to resolve the complaint.

|  |
| --- |
|  |

This document can be submitted to [insert organisation name] via

**Email** : [insert email address]

**Phone** : [insert phone number]

**Mail** : **Feedback and complaints**

[insert organisation name]

[insert organisation address]