

## COMPLAINTS & FEEDBACK FORM

### Instructions:

- Complete this form
- Forward with information to our Complaints Manager via post

Complaints Manager  
19 Duncannon Street,  
DURACK QLD 4077

- The Complaint Manager will contact you upon receipt of this 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 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	