COMPLAINT FORM

All information provided will remain confidential

Steps to take if you have a complaint

1. Speak to the person who you feel is causing the problem. If you cannot do this speak to a staff member at Djerriwarrh Community & Education Services. This person may be able to help you resolve the problem or direct you to the right person who can.
2. If the problem is still not resolved, then fill out a Complaint Form. You can ask a staff member or an advocate to assist you to fill out the form.
3. Return the Complaint Form to reception in an envelope. The relevant Manager/Coordinator will contact you within 5 working days of receiving the complaint to acknowledge and confirm mutual understanding of the complaint details and further steps in the process.
4. The Manager/Coordinator will take any necessary steps or action required to resolve the problem in a timely manner. If there is still not satisfactory resolution the CEO and/or Chairperson of the Board will intervene.
5. If there is still no satisfaction you can contact an external body for assistance. Contact details will be provided if required.

Name: _____

Address: **Work:** _____

Home: _____

Telephone: **Home:** _____ **Work:** _____

Mobile: _____

Have you spoken to a staff member at Djerriwarrh Community & Education Services about your complaint? _____

If yes, what is their name? _____

Give details of your complaint; include dates and times wherever possible:
You can attach a document outlining the complaint if you wish.

_____

_____

_____

_____

_____

Name: _____

Signature: _____ **Date:** _____

Witness Name: _____

Signature: _____ **Date:** _____

Office use Only
Manager/Coordinator Name:_____

Signature: _____ Date received: / /