

## 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 in a sealed envelope addressed to the Program Manager or the Compliance Manager and marked 'Confidential' (see next the page for contact details) or email to [compliance@djerriwarrh.org](mailto:compliance@djerriwarrh.org) with a subject heading of 'Confidential'.
4. The relevant Manager/Coordinator will contact you within five (5) working days of receiving the complaint to acknowledge and confirm mutual understanding of the complaint details and further steps in the process.
5. The Manager/Coordinator will take any necessary steps or action required to resolve the problem in a timely manner.
6. If you are not satisfied with the outcome of the complaint process, you can appeal the decision or contact an external body for assistance. Further information on the appeals process and/or contact details for external bodies will be provided if required.

<b>First name:</b>		<b>Family name:</b>		
<b>Address:</b>				
<b>Telephone:</b>	<b>Mobile:</b>		<b>Work:</b>	
<b>Email:</b>				

<b>Please provide the details of your complaint; include dates and times wherever possible.</b>
You can attach a document outlining the complaint if you wish.

<b>Have you taken any steps to resolve the issue/s?</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please provide details including the name(s) of any Djerriwarrh staff member(s) you have spoken with regarding your concerns.			
<b>What outcome would you like to see from raising this complaint?</b>			
<b>Do you require assistance in making this complaint?</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes, please provide details, e.g. interpreter			
<b>Do you have an advocate or person who you wish to represent you in making this complaint?</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes, please provide details including contact details if you wish us to contact them on your behalf.			
<b>Signature:</b>		<b>Date:</b>	

**Return this form to Djerriwarrh Community & Education Services:**

- In person: to any Reception site
- By mail: Program Manager or Compliance Manager, 241 Station Road, Melton, Vic 3337
- By email: [compliance@djerriwarrh.org](mailto:compliance@djerriwarrh.org)

Compliance use only	
<b>Date received:</b>	
<b>Date entered into Complaint Register:</b>	
<b>Complaint reference number:</b>	