



## COMPLAINT SUBMISSION FORM

Our service is committed to providing high quality care and services and meeting your needs.

We value your feedback – including complaints. Use this form to register your complaint.

Complaints that relate to an aspect of the day to day operation of the organisation, the physical structure of the building, a member of staff other than the Manager or a volunteer should be submitted in the first instance to the Manager.

Complaints relating to the Manager or a member of the Committee of Management should be submitted to the CoM secretary at [secretary@wonthaggi neighbourhoodcentre.com](mailto:secretary@wonthaggi neighbourhoodcentre.com)

Alternatively, printed form can be submitted by post or in person at 6 Murray St., Wonthaggi 3995.

### Section 1: Your details

#### Personal details

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Do you require an interpreter?

yes	<input type="checkbox"/>	no	<input type="checkbox"/>	If <b>yes</b> , which language?	
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Are you providing feedback on another person's behalf? (Indicate your response with an X)

no ( <i>go to Section 4</i> )	<input type="checkbox"/>	yes	<input type="checkbox"/>
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## Section 2: Complaint made on another person’s behalf

Please provide the following details about the person on whose behalf you are acting:

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

**Please provide details of your relationship to the person on whose behalf you are acting:**

Are you a legal representative for the person who received the service?  
 (e.g. parent of a child under 18 years or guardian – indicate your response with an X)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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If **yes**, please provide details:

Does the person know you are making a complaint on their behalf? (Indicate your response with an X)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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If **no**, please provide the reason why:

Are we able to speak with the person who received the service? (Indicate your response with an X)

yes		no	
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If **no**, please provide the reason why:

### Section 3: Other person’s consent

If you are submitting this complaint on another person’s behalf, we require the consent of the other person to obtain and pass on personal information relevant to this complaint. Please provide evidence of this consent when submitting this form, e.g., signed consent (as provided below) from the person on whose behalf you are acting.

Signature:		Date:	
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### Section 4: Detail of complaint

Please provide details of your complaint, include date and time if possible, if any others were involved or impacted include their names if known and any other relevant information.

**Section 5: Has any action already been taken in relation to this complaint?**

Have you discussed your concerns with Wonthaggi Neighbourhood Centre or another agency or person? (Indicate your response with an X)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
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If **yes**, with whom and what was the outcome?

**Section 6: Are there any specific outcomes that you would like as a result of submitting this complaint?**

**Section 7: Privacy**

Wonthaggi Neighbourhood Centre is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

Wonthaggi Neighbourhood Centre will only use your information in accordance with relevant privacy and other laws. Please note that in order for us to investigate a complaint appropriately we may need to share your personal information with other relevant persons or organisations.

# Section 8: Declaration

I declare that the information provided on this form is true and correct to the best of my knowledge.

Signature:		Date:	
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**Thank you for taking the time to provide feedback about our service.**

**We are committed to fully investigate any complaint and to keep complainants informed during the process. A report on the outcome of investigations will be provided when available.**

**The Wonthaggi Neighbourhood Centre Complaint Management Policy is available on our website and includes a detailed description of the process that applies in response to a complaint. A hard copy of the policy if desired, is available on request from reception at 6 Murray Street, Wonthaggi.**