



Lockyer community centre

COMPLAINT FORM

LOCKYER COMMUNITY CENTRE STRIVES TO PROVIDE A QUALITY SERVICE TO THE LOCAL COMMUNITY AND WE TAKE PRIDE IN PROVIDING GOOD CUSTOMER SERVICE, THEREFORE SHOULD YOU HAVE A COMPLAINT REGARDING OUR CENTRE, WE ENCOURAGE YOU TO DISCUSS IT WITH THE COORDINATOR AT YOUR EARLIEST CONVENIENCE. ALL INFORMATION IS STRICTLY CONFIDENTIAL

ALL PERSONS WISHING TO MAKE A COMPLAINT MAY SPEAK WITH THE COORDINATOR OR STAFF MEMBER OF CHOICE OR CHOOSE TO COMPLETE THIS FORM

This form is to guide you in making a complaint to our organisation.

If you feel unsure about anything or would like help to complete this form, please speak to the Administration Officer or the Coordinator.

We encourage you to make your complaint in writing. You will be advised within 5 working days of the progress of the complaint resolution.

Personal details

The information provided will be used to contact you. Only provide the contact details that you wish to be contacted on.

Name:

Mr/Mrs/Miss/Ms/Rev/Dr. _____

Postal Address: _____ Postcode: _____

Email: _____

Phone No: _____ Mobile: _____

Have you lodged a complaint with our organisation before?

Yes The matter was resolved The matter was not resolved

No Comments: _____

Details of the complaint

Is the complaint related to:

Customer Service

Employee of the organisation Details _____

Volunteer of the organisation Details _____

or

Service delivery Details _____

or

Facilities Details _____

or

Specific incident Details _____

What happened?

Where it happened?

When it happened? (Include date if possible)

Who was involved? (List all persons involved and witnesses)

Did someone witness the incident? Would they be willing to be contacted regarding your complaint? If so, provide the name and contact details. (Inform the witness that they may be contacted by the organisation to discuss the matter.)

Any other relevant details:

Have you discussed the matter with the person/s involved?

Yes No

If yes, what was the outcome, if any? Please attach a copy (not the original) of your complaint to the respondent and any letter of reply you have received.

If no, is there any reason/s that you cannot do so? Do you need help to do this, e.g. for safety reasons, cultural reasons?

If the matter was not resolved after discussing it with the person/s involved do you wish to refer the matter to the Co-ordinator?

Yes No

If yes, what was the outcome, if any? Please attach a copy (not the original) of your complaint to the Co-ordinator and any letter of reply you have received.

If no, is there any reason/s that you cannot do so? Do you need help to do this, e.g. for safety reasons, cultural reasons?

If the matter was not resolved after discussing it with the Co-ordinator do you wish to refer the matter to the Executive Committee?

Yes No

If yes, what was the outcome, if any? Please attach a copy (not the original) of your complaint to the Executive Committee and any letter of reply you have received.

If no, is there any reason/s that you cannot do so? Do you need help to do this, e.g. for safety reasons, cultural reasons?

If the matter was not resolved after discussing it with the Executive Committee do you wish to refer the matter to the Management Committee?

Yes No

If yes, what was the outcome, if any? Please attach a copy (not the original) of your complaint to the Management Committee and any letter of reply you have received.

If no, is there any reason/s that you cannot do so? Do you need help to do this, e.g. for safety reasons, cultural reasons?

If the matter was not resolved after discussing it with the Management Committee do you wish to refer the matter to the Department of Communities?

Yes No

If yes, what was the outcome, if any? Please attach a copy (not the original) of your complaint to the Management Committee and any letter of reply you have received.

If no, is there any reason/s that you cannot do so? Do you need help to do this, e.g. for safety reasons, cultural reasons?

How would you like to see your complaint resolved? What action would you like the organisation to take to resolve your complaint?

Further action or appeals can be pursued through the Department of Justice & Attorney General Disputes Resolution and/or the Human Rights & Equal Opportunity Commission.

Additional information/supporting documentation

Please attach copies (not the original) of any documents that may help us to handle the complaint, e.g. if you have letters, emails or faxes or records of conversations you have had with the person/s associated with the complaint.

To help us resolve this matter as fast as we can, please ensure your contact details are kept up to date. If details change, let the organisation know as soon as you can.

Please sign and date this form.

Signature: _____ Date: _____