



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 MANAGER OR STAFF MEMBER OF CHOICE OR CHOOSE TO COMPLETE THIS FORM IF SUPPORT IS REQUIRED.

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 Manager.

We encourage you to make your complaint in writing. You will be advised within 10 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: _____

Postal Address: _____ Postcode: _____

Email: _____

Phone No: _____ Mobile: _____

Have you lodged a complaint with our organisation before?

Yes / No Was this previous matter resolved Yes / No
Date of previous complaint _____

Details of the complaint please indicate below what area the complaint is related to.

Customer Service please circle most applicable.

Employee of the organisation Details _____

Volunteer of the organisation Details _____

or

Service delivery Details _____

or

Facilities Details _____

or

Specific incident Details _____

What happened?

Location?

Day / Time

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

If someone did 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 etc.?

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

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 Manager, 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: _____