



Form B5.1 Client Complaints and Appeals Form

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

All persons wishing to make a complaint can speak with the Manager or staff member of choice or choose to complete this form.

All information is strictly confidential.

If you feel unsure about anything or would like help to complete this form, please speak to a staff member.

We encourage you to make your complaint in writing. Please allow a maximum of seven (7) days for a response.

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 _____

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: _____



Is there someone else (legal representative or support person) that you would like involved in making this complaint?

Yes No

Name of legal representative/support person _____

Postal Address _____

Phone: _____ E-Mail: _____

Details of the complaint

Is the complaint related to:

- Employee of the organisation Details _____
- Volunteer of the organisation Details _____
- Service delivery Details _____
- Facilities Details _____
- Specific incident Details _____

What happened?

Where did it happen?

When did it happen? (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?

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

Are you appealing a decision that has been made about you?

Yes No

What are the details of the decision that has been made?

In what way do you feel the decision was incorrect? / What decision do you believe should have been made? (Please provide as much information as possible about what was wrong with the decision – ie. do you feel that there were important facts that were not considered in the original decision?)

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: _____

