



# Complaints / Feedback Form

## Instructions:

1. Complete this form
2. Forward with information to our Complaints Manager via email, website or post

|              |  |
|--------------|--|
| Email        | <a href="mailto:Info@ethicalsupportservices.com.au">Info@ethicalsupportservices.com.au</a> |
| Website      | www.ethicalsupportservices.com.au  |
| Phone number | 0466376916   |

3. The Complaint Manager will contact you upon receipt of this form.  
Note: You can send in the Anonymous Complaints and Feedback form in the stamped self-addressed envelope that you received at intake.

### Fill in the details of the person who is making the complaint/ providing feedback.

|                                       |  |
|---------------------------------------|--|
| <b>Name of Person</b>                 |  |
| <b>Address</b>                        |  |
| <b>Phone</b>                          |  |
| <b>Email</b>                          |  |
| <b>My preferred contact method is</b> |  |

### If you are making the complaint/feedback on behalf of another person provide the following details.

|   |  |
|---|--|
| <b>Your Name:</b>   |  |
| <b>What is your relationship to the person?</b>                               |  |
| <b>Does the person know you are making this complaint/providing feedback?</b> |  |
| <b>Does the person consent to the complaint/feedback being made?</b>          |  |

### Who is the person, or the service about whom you are complaining or providing feedback about?

|                                   |  |
|-----------------------------------|--|
| <b>Name</b>                       |  |
| <b>Contact Details (if known)</b> |  |

**What is your Complaint/Feedback about?**

Provide some details to help us understand your concerns. You should include what happened, where it happened, time it happened and who was involved.



*Supporting Information*

*Please attach copies of any documentation that may help us to investigate your complaint/feedback (for example letters, references, emails).*

**What outcomes are you seeking because of the complaint/feedback?**

**OFFICE USE ONLY**

|  |  |
|--|--|
| <b>Complaint received by</b>   |  |
| <b>Date received</b>   |  |
| <b>Action taken or required</b><br>(Include Continuous Improvement, if relevant) |  |
| <b>Date action completed</b>   |  |
| <b>Signature</b>   |  |