

Complaints and Feedback Form



Note: Complainant has the right to remain anonymous

Service User Information	
Complainant Name: (Optional)	Contact Details: (Optional)
Complainant Address: (Optional)	
Contact Name: <i>Only if complaining on behalf of Service User</i>	Contact Relation: <i>Only if complaining on behalf of Service User</i>
Complaint Information	
Complaint Date:	Complaint Taken by:
Complaint Details: <i>What happened? Who did it happen to? When did it happen? Why did it happen?</i>	
First Response Corrective Action: <i>What did you do about it?</i>	
Corrective Action Person(s) <i>Person(s) responsible to follow up</i>	
Corrective Action Follow-up:	
What steps should be considered to avoid a repeat of the problem:	
Status of complaint: <input type="checkbox"/> Investigating <input type="checkbox"/> Investigation complete <input type="checkbox"/> Action proposed	<input type="checkbox"/> Action completed. <input type="checkbox"/> Resolved <input type="checkbox"/> Unresolved
Date Resolved:	Name & Sign:

Name of person completing this form

Signature

Feedback and Complaints received from external parties are sent to the Chief Executive Officer: admin@nascha.org.au or phone: (08) 9401 9070.

Version	Date	Author	Revision Notes
1.0	April 2021	Q&C Officer	First Release
2.0	August 2023	Q&C Officer	Updated email address & Signoff