



Below is a guide that will assist you if you are wishing to make a complaint. By filling in the fields below you will have all of the information required by the department for when you phone the complaints help line to make your enquiry.

1. YOUR DETAILS

*Required information

*Family name:

*First name:

*Gender:

Age:

Address:

Suburb:

Postcode:

*Telephone

Mobile

Email:

2. What are you complaining about?

Please include the following:

- What agency/service is involved
- What action, decision or conduct are you complaining about?
- Details of complaint





3. Have you previously made a complaint involving this service on a different/the same issue?

4. When did the incident occur?

5. Who is/are the officer/ Caseworker involved?

**6. Have you spoken to anyone regarding your complaint?
If yes, Who?**

7. Are you making this complaint on behalf of another person?

Yes No

*If yes please provide their name below:

NOTE:

- If you are complaining on behalf of another person we may need to confirm that the person has authorised you to do so.
- If you have relevant documents you would like to mention, please have them at hand.

