

**Complaints and Disputes Form**

Date: .....

**Section 1: Personal Details.**

If you choose to remain anonymous, please leave this section blank

Name: .....

Mailing address: .....

..... Postcode: .....

Email: .....

Mobile Number: .....

Contact Number during Business hours: .....

Do you have an advocate or other support person you would like us to discuss your complaint with?

Yes          No

If yes:

Name of representative: .....

Mailing address: .....

Phone Email: .....

**Section 2: Complaint**

I am complaining about

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*Please Circle*

Have you raised this complaint before:

Yes          No

If yes – what was the response, if any?

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Please provide details of your complaint:

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Please tell us what you would like to see happen as a result of your complaint:

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Agreed Further Action and outcome:

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We undertake to respond to your complaint within 5 working days of receiving it. If you have raised a complaint, the time frame for resolving your complaint is explained in our Complaints and Dispute Policy and Procedure. This is attached for your information