



Date \_\_\_ / \_\_\_ / \_\_\_

*Striving for Community Justice*

*For assistance with this form please ask a staff member or phone (03) 5331 5999.*

**1. Please give details of your complaint:**

**2a. Have you spoken to a staff member about this?**  Yes  No

• *If yes, who did you speak to?* \_\_\_\_\_

**2b. Were you satisfied with their response?**  Yes  No

• *If no, would you like further action on this matter?*  Yes  No

**2c. If yes, what action would you like to have happen as a result of this complaint?**

*This complaint will be managed within our Privacy and Confidentiality and our Compliance policies. Please ask if you would like a copy of either.*

If you would like us to contact you regarding your feedback, or let you know the outcome of your complaint, please provide your name and contact details below.

***You do not have to provide your details if you don't want us to keep in touch with you about your feedback.***

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Your complaint will be shared with the CHCLC Committee of Management for the purposes of managing this complaint. If you do not want your complaint shared with the Committee, please tick this box.

### **3. Handing in this form:**

a) Post to: The Coordinator Central Highlands Community Legal Centre PO Box 478W Ballarat West Vic 3350 "Marked Confidential"	b) Drop it in to the suggestion box at our office
c) Scan and email the form to reception_chclc@clc.net.au marked "Confidential"	

*Thank you for taking the time to complete this form.  
Your comments are valuable in helping us to review the way we provide our services.*