

www.contemporarycoordination.com
admin@contemporarycoordination.com
0404 679 135

Complaints Record Form

Participant:

Who is the participant involved?

First Name

Last Name

*Can we speak to the participant about this complaint Yes No

By ticking no, we will not be able to work with the participant to resolve this complaint.

Does the participant require the assistance of an interpreter or advocate? Yes No

Please specify

Person Making The Complaint:

*Who is filling out the complaint? Participant (as above)
 Family Member
 Friend
 Service Provider

What is the name of the person filling out the form? (If you are filling this out on the participant's behalf)

First Name

Last Name

Do you wish to remain anonymous?

Yes No

Note: If you tick yes, we will still record the complaint and take it seriously. However, by ticking no we will not be able to work with you to resolve this complaint.

Preferred Contact Method

Phone Email Text Post

Email

Home Phone

Mobile

Street Address

Postcode

Suburb

State

If your complaint is about an incident, what time/date did it occur?

Time

Date



Contemporary
C o o r d i n a t i o n

Can you explain what has happened that you would like to complain about? Please include as much detail as you can recall.

What outcome would you like to see as a result of this complaint?

Thank you for taking the time to fill out this form. We take your complaint seriously and would like to work with you to resolve the issue to ensure our services are being provided to the highest quality.

Once your complaint has been received we will review it within two working days. If you have given us permission to speak with you then we will be in contact via your preferred contact method. If you have not given us permission to speak with you then we will still process your

complaint and ensure appropriate action is taken. We may need further information to action your complaint, so please provide as much information in this form as possible.

If you would like to speak with someone about this complaint, you can contact Rachel Lafain on 0404 679 135.