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|  | **Rising Sun Complaint Form**  **2021** |

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| **Complaint form** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1. Information for complainants** | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| A complaint should only be lodged if you have been unable to resolve your issue or concern informally. Complainants may be contacted and asked to provide additional information to support their complaint.   |  | | --- | | **2. Personal details** |      |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Title** | Mr | Mrs | Ms | Miss | Other | | | | | | | | | | | | | | |
| |  |  | | --- | --- | | What is your family name? |  | | What is your given name? |  | | | | | | | | | | | | | | |
|  |  | | |  | | |  | |  | | |  | |
| |  | | --- | | **3. Contact details** | | | | | | | | | | | | | | |
| |  |  | | --- | --- | | Current residential |  | | | | | | | | | | | | | | |
| |  |  |  | | --- | --- | --- | | Address |  | Postcode | | | | | | | | | | | | | | |
| |  |  | | --- | --- | | Current mailing |  | | | | | | | | | | | | | | |
| |  |  |  | | --- | --- | --- | | Address ( if different) |  | Postcode | | | | | | | | | | | | | | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Email address | | |  | | | | Telephone number | | |  | | | | Mobile phone number | | |  | | | | Preferred contact method: | Telephone | Mobile | | Letter | Email | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
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| |  | | --- | | **4. Complaint details** | | | | | | | | | | | | | | |
| |  |  |  | | --- | --- | --- | | Have you lodged a complaint about this issue before? | Yes | No | | | | | | | | | | | | | | |
| |  |  | | --- | --- | | If yes, when? |  | | | | | | | | | | | | | | |
|  | |  | | |  | | |  | | |  | | |
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| |  |  |  | | --- | --- | --- | | Have you lodged your complaint to any other agency? | Yes | No | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |  |  |  |  |
| |  |  | | --- | --- | | If yes, to whom? |  |  |  | | --- | | **5. Complaint summary** | | | | | | | | | | | | | | |
| |  |  | | --- | --- | | When it happened |  | | Where it happened |  | | Who was involved |  | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| |  | | --- | | What happened (details of your complaint)? | | What would you like to happen to resolve your complaint? | | | | | | | | | | | | | | |
| |  | | --- | | Attach any documentation that supports your complaint | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| |  | | --- | | **6. Acknowledgement** | | | | | | | | | | | | | | |
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| All the information provided above is true and correct to the best of my knowledge.   |  |  |  |  | | --- | --- | --- | --- | | Signature |  | Date |  | | | | | | | | | | | | | | |
| |  | | --- | | **7. Privacy notice** | | | | | | |  | | | | | | |
| |  | | --- | | We will only use the information collected on this form to resolve your complaint and access will only be provided to authorised officers.  In the event that your complaint is unresolved and you request an external review your details will be disclosed to an Independent Reviewer for the purposes of the review. Your personal information will not be disclosed to any other organisation unless required to do so by law. | | | | | | | | | | | | | |
| |  |  | | --- | --- | | **8. Office use only** | | | Action officer |  | | | | | | | | | | | | | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Position |  | | | Date | | | Complaint lodged | | by telephone | in person | | in writing | | | | | | | | | | | | | |
| |  | | --- | | Notes | | | | | | | | | | | | | |
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