

Please outline your complaint below. Camcare welcomes your feedback, and will take your complaint seriously. If you have a privacy complaint, please ask for the Privacy Complaint form.

- 1. Date of Complaint: _____
- 2. Person making the Complaint: _____

3. Contact details [Clients only, N/A for staff]:

Address: _____
_____ P/C _____
Tel: _____ Mobile : _____

- 4. Details of Complaint:

Signature of Complainant: _____ **Date:** _____

Name of person taking complaint: _____ **Date:** _____

Forward your complaint to the CEO at 51 St John’s Avenue, Camberwell VIC 3124 or via email at feedback@camcare.org.au

The Complaints Officer or a Camcare manager will be in contact with you within two working days to discuss your complaint, and may ask for more information. You can speak to that manager again at any time to discuss the progress of your complaint. Camcare aims to resolve your complaint in a timely manner. Your complaint will be thoroughly investigated, and you will be formally advised of the outcome.

If you wish to have your complaint/grievance managed externally, you have the right to contact the relevant external body. Please ask the Complaints Officer for information on the appropriate body to refer your complaint.

For Office Use only:

Additional Information:

Action Taken:

Outcome:

Formal Outcome letter sent? Yes / No Date sent: _____

Copy Appended Yes / No

Date entered on complaints register: _____

The information on this Form is to be stored securely

Policy/Procedure: Complaints Policy	Date last reviewed: 9 Jan 2018
Owner: Complaints officer User: Clients and Staff	Date of next review: 3 years
Location: G:\Forms\Complaints\ORG_Complaints and grievances form_ v1.2_ 20180109.docx	