

# Complaints / Feedback Form



## Instructions:

1. Complete this form
2. Forward with information to our Complaints Manager via email, in person or post

Email	jj_schoeman@resilientkidstherapy.com.au
Website	www.resilientkidstherapy.com.au
Postal Address	4/8 Dugdale Street, Warwick, 6024

3. The Complaint Manager will contact you upon receipt of this form.  
Note: You can complete this form anonymously by leaving out your name and mailing it to our postal address.

## Fill in the details of the person who is making the complaint/ providing feedback.

Name of Person	
Address	
Phone	
Email	
My preferred contact method is	

## If you are making the complaint/feedback on behalf of another person provide the following details.

Your Name:	
What is your relationship to the person?	
Does the person know you are making this complaint/providing feedback?	
Does the person consent to the complaint/feedback being made?	

## Who is the person, or the service about whom you are complaining or providing feedback about?

Name	
Contact Details (if known)	

# Complaints / Feedback Form



What is your Complaint/Feedback about?

Provide some details to help us understand your concerns. You should include what happened, where it happened, time it happened and who was involved.



*Supporting Information*

*Please attach copies of any documentation that may help us to investigate your complaint/feedback (for example letters, references, emails).*

What outcomes are you seeking because of the complaint/feedback?