Complaints and Feedback Form

# At Goulburn Options, Complaints and Feedback are highly valued as we strive to continually improve both our service and our workplace. If you have a complaint, or feedback for Goulburn Options, please fill out this form – you can choose to remain anonymous, which means you do not have to tell us your personal details. When completed you can give this form to a member of the Goulburn Options Admin team in person or via email or mail it to Goulburn Options: PO Box 345, Seymour, Victoria, 3661.

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| Date of Complaint/Feedback: |  |

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| **Name and Details of Person Making the Complaint or Providing Feedback** | |
| Name: |  |
| Address: |  |
| Email: |  |
| Phone Number: |  |

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| **Name and Details of Person Assisting the Complainant (If Applicable)** | |
| Name: |  |
| Address: |  |
| Email: |  |
| Phone Number: |  |

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| **Description of Complaint or Feedback**  (Information could include what happened, who was involved, when and where did it occur, how did it make you feel?) |
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| **What Outcome are you Seeking?** |
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| **OFFICE USE ONLY** |
| **What Resolution was Offered?** |
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| Has this been satisfactory to the complainant?  YES NO |
| **Actions Required**  (Please include person responsible and time-frame) |
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| Copy of Complaint given to Complainant?  YES NO |