



# Feedback & Complaints Form

(DRF5)

## Section 1: Reason for Feedback

Ballarat Neighbourhood Centre is committed to providing the highest quality services to our community. To do this we rely on honest feedback. If you have enjoyed your interactions with us please let us know. If your experience has not met your expectations, it is even more important for you to let us know.

Indicate your response below.

<b>This is a:</b>	Compliment		Complaint		Feedback/ Idea	
<b>This is about:</b>	A Course or Activity		A Staff Member		The facilities or equipment	

You can submit your form

- in the envelope provided, directly to a staff member or place it in the feedback box in reception, or
- you can send it to **PO Box 540W, Ballarat, 3350**. Note: all feedback forms are read by the Executive Officer. If your complaint is about the conduct of management you can contact the Committee of Management Chair by mailing this form to PO Box 540W, Ballarat, 3350 marked as 'CONFIDENTIAL- FOR COMMITTEE CHAIR ONLY'. You can ask at reception for an envelope and a stamp.

## Section 2: Your details

Do you want to remain anonymous? (Indicate your response below)

Yes (go to Section 3)		No	
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### Personal details

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Do you require an interpreter?

Yes		No		If yes, which language?	
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Are you providing feedback on another person's behalf? (Indicate your response below)

No (go to Section 4)		Yes (go to Section 2)	
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### Section 3: Feedback made on another person's behalf

Please provide the following details about the person on whose behalf you are acting:

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

**Please provide details of your relationship to the person on whose behalf you are acting:**

Are you a legal representative for the person who received the service?  
(e.g. parent of a child under 18 years or guardian – indicate your response below)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If **yes**, please provide details:

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Does the person know you are making a complaint on their behalf? (Indicate your response below)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If **no**, please provide the reason why:

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Are we able to speak with the person who received the service? (Indicate your response below)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If **no**, please provide the reason why:

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### Section 4: Other person's consent for feedback made on their behalf

If you are providing this feedback on another person's behalf, we require the consent of the other person to obtain and pass on personal information relevant to this feedback. Please provide evidence of this consent when submitting this form, e.g., signed consent (as provided below) from the person on whose behalf you are acting.

I, (insert name of person giving consent) \_\_\_\_\_ give permission to  
 (insert name of person receiving consent) \_\_\_\_\_ to provide or collect relevant  
 information on my behalf to assist with this complaint/compliment or feedback, as necessary.

Name:		Signature:	
Date:			

### Section 5: Please give us your feedback

Please provide details here, including what events led to you giving us your feedback, approximate dates and who / what was involved.


## Section 6: What action have you already taken in relation to this feedback?

Have you discussed your feedback with anyone at Ballarat Neighbourhood Centre? (Indicate your response below)

Yes			No	
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If **yes**, with whom and what was the outcome?

## Section 7: What outcomes would you like as a result of providing your feedback?

## Section 8: Privacy

Ballarat Neighbourhood Centre is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

Ballarat Neighbourhood Centre will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others, such as our Committee of Management or Funding Agencies who deal with the matters identified in your feedback.

If you choose to remain anonymous, Ballarat Neighbourhood Centre may be unable to deliver the full range of services you require.

If you wish to contact the person responsible for managing the personal information that you provide on this form, please call Vicki Coltman, Executive Officer on 03 5329 3273.

You also have the right to access your information and seek its correction under the *Freedom of Information Act 1982*. For information about making a Freedom of Information application contact Vicki Coltman, Executive Officer on 03 5329 3273.

## Section 9: Declaration

The information I have provided is true and correct.

Signature:		Date:	
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**Thank you for completing this form.**