

# COMPLAINTS, COMPLIMENTS & FEEDBACK FORM

At The Centre for Women & Co. we are committed to providing the best possible service to you. We value your feedback so we can improve the services we provide. Please let us know what we do well and how we can improve our service to you.

**Please let us know your feedback below.**

Complaint

Compliment

Feedback

**Which of the following is this related to?**

An employee of the organisation

Facilities

Other

Specific incident

Service or program delivery

Date

Name

Address

State

Mobile - safe to call/text?

Name of CFW program area or office

Name of CFW worker

Please share any feedback or concerns. Include what led to making the complaint, compliment or feedback, the approximate dates and who was involved.

Have you had the chance to discuss your concerns with the Centre for Women & Co. service or another agency or person for assistance with these concerns?      Yes      No

If yes, please tell us with whom and what the outcome was.

Is there someone else (legal representative, advocate or support person) that you would like to be involved in resolving this complaint?

What action would you like the organisation to take to resolve your complaint?

The Centre for Women & Co. is committed to protecting your privacy. We collect and handle personal information that you provide on this form for investigating and responding to your complaint, compliment or feedback. The Centre for Women & Co. will only use your information in accordance with relevant privacy and other laws. For us to provide the best possible service, we may need to share your personal information and feedback with others to address concerns you raise.

Please be advised that compliments may be used and published by The Centre for Women & Co. services to encourage help seeking behaviour in others and to provide relevant data and feedback to our funding bodies. No personal or identifying information will be used. If you do not want your compliment to be published, please let us know.

If you choose to remain anonymous, The Centre for Women & Co. may be unable to respond to your complaint, compliment or feedback.

If you wish to contact us to follow up a complaint or concern, please call (07) 3050 3060 and select the option for the office you wish to reach, or email: [reception@centreforwomen.org.au](mailto:reception@centreforwomen.org.au).

*I declare the information I have provided is true and correct*

Signature

Date

**Thank you for taking the time to provide feedback about our service. For more information about our Complaints and Feedback policy, please visit [centreforwomen.org.au/welcome](https://centreforwomen.org.au/welcome)**