

Guide Dogs SA.NT Complaint Form

(This form is to be used for formal complaints. If you prefer to make an informal complaint or offer feedback please speak to the team leader or complete a Client Feedback form)

Date of Report:

Part A – About you (the complainant)

Enquiry reference no: _____

Name: Mr/Mrs/Miss/Ms:.....

Address:

..... Post code:

Contact numbers: Home: Business: Fax:

Mobile: TTY: Email:

Only fill out this box if you are complaining on behalf of someone else

Name of that person:

What is your relationship to that person?.....

Only fill out this box if someone is assisting you with the complaint – for example a solicitor or union representative

Name of representative:

Organisation:

Postal address:

Contact numbers: Home: Business: Fax:.....

Mobile: TTY: Email:

****If you need help to fill in this form please contact the Client Complaints Officer on 8203 8333 or TTY 8203 8391**

For more information about the process please refer to the following documents:

- Clients Rights and Responsibilities brochures
- Your Right to Privacy brochure
- Client Feedback Form
- Feedback and Complaints Procedures for Client Services
- Complaints and Feedback Policy
- Complaints Management Policy for External Stakeholders
- Complaint Investigation Procedure for External Stakeholders

Part B – Your complaint

Who is your complaint about? (the respondent)

1. Name/organisation:.....
Address:.....
..... Post code:.....
Contact numbers: Home:..... Business:..... Fax:.....
Mobile:..... TTY:..... Email:.....
What is this person's/organisation's relationship to you?.....
.....
.....

2. Name/organisation:.....
Address:.....
..... Post code:.....
Contact numbers: Home:..... Business:..... Fax:.....
Mobile:..... TTY:..... Email:.....
What is this person's/organisation's relationship to you?.....
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**If your complaint is about more than two people or organisations,
please provide this additional information on an extra page.**

A series of 28 horizontal dotted lines spanning the width of the page, intended for writing.

A series of 25 horizontal dotted lines for writing.

Have you made a complaint about this to another agency?

(For example a state anti-discrimination or equal opportunity agency or an ombudsman.)

If so, you must provide details of the complaint, the agency it was made to and any outcome. You should also attach copies of any letters you have received from the agency.

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Have you tried to resolve your complaint in any other way?

If so, please give details:

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Send your completed form to:

Chief Executive Officer
Guide Dogs SA.NT
251 Morphett Street
Adelaide SA 5000