

Our service is committed to providing high quality care and services and meeting your needs. We value your feedback – including complaints.

Section 1: Your details

Do you want to remain anonymous? (Indicate your response with an X)

yes		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 with an X)

yes		no	
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If **yes**, please provide details:

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Section 2: Please provide details of the service that the complaint concerns

Name of the service:	
Address of office location of service:	
Contact person's name in the service:	

Section 5: Please state your concerns

Please provide details of your main concerns, including what events led to making the complaint, approximate dates and who was involved.

Section 6: What action have you already taken about this complaint?

Have you discussed your concerns with a worker or another agency or person for assistance with these concerns? (Indicate your response with an X)

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 this complaint?

Section 8: Privacy

Uniting Housing is committed to protecting your privacy. We collect and handle personal information that you provide on this complaint form for the purpose of investigating and responding.

Uniting Housing 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 that deal with matters identified in your complaint.

If you choose to remain anonymous, Uniting Housing may be unable to deliver the full range of services you require.

If you wish to contact Uniting who are responsible for managing the personal information that you provide on this form, please contact Uniting Privacy Officer

Level 6, 250 Victoria Parade East Melbourne VIC 3002

Tel: (03) 9192 8100

Email: privacyofficer@vt.uniting.org

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 1300 842 364

Section 9: Declaration

Paragraph declaring information provided is true and correct.

Signature:		Date:	
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Thank you for taking the time to provide feedback about our service.