

Feedback and Complaint Form

This form allows you to lodge a complaint or provide feedback relating to the quality of services provided by CCA. If you are making a complaint and/or feedback, it will be recorded as part of the complaints register and will be served for continuous improvement purpose. The information you provide on this form will be disclosed to the relevant business area to which this feedback relates.

Person lodging Feedback and Complaint		
<input type="checkbox"/> CCA Staff	<input type="checkbox"/> CCA Volunteers	<input type="checkbox"/> Client/participant
<input type="checkbox"/> Carers	<input type="checkbox"/> Family Members	<input type="checkbox"/> Other providers
<input type="checkbox"/> Other (please specify):		

Relevant Business Area		
<input type="checkbox"/> Aged & Disability Service	<input type="checkbox"/> Youth Services	<input type="checkbox"/> Emergency Relief
<input type="checkbox"/> Family Day Care	<input type="checkbox"/> Community Learning	<input type="checkbox"/> Financial Counselling
<input type="checkbox"/> CCA General	<input type="checkbox"/> Non-Interest Loan	<input type="checkbox"/> Community Store

Details of Feedback/ Complaints
Please provide specific details relevant to your complaint or feedback, including a description of events or specific incident, date, person's name, service etc.

Suggestions of what can be done

Person completing the form			
Name:		Date:	
How would you like us to respond to you?			
Email:		Phone:	
By Mail:			

Manager Comments:			
Name:		Signature:	
		Date:	

Manager to log form into Complaint Register for documenting action, feedback and closure. Follow-up actions will be recorded in the ADS Continuous Improvement Register.