



Make a Complaint or Give Feedback to Wathaurong

Use this form to provide us with feedback and/or make a complaint. Please provide as much information as you can, so we can help you and improve our services

1. Your details		
Title:	First name:	Last name:
Preferred method of contact:	Mobile:	Email:

2. If you are providing feedback or making a complaint on behalf of someone else, please provide information about the person affected below		
Title:	First name:	Last name:
Contact details	Mobile:	Email:
What is the person's relationship to you? Family <input type="checkbox"/> Other <input type="checkbox"/>	Has the person asked you to give feedback or make this complaint? No <input type="checkbox"/> Yes <input type="checkbox"/>	
Is the person a child? No <input type="checkbox"/> Yes <input type="checkbox"/>		

3. How have you shared your feedback or tried to resolve this complaint?	3.1 Please provide details of person/s you have already spoken to and date?
Have you already spoken to someone at Wathaurong to give feedback or to make a complaint? No <input type="checkbox"/> Yes <input type="checkbox"/> ➔ go to 3.1 Please provide details of person/s you have already spoken to and date	Person 1. Name: Date: Address: Mobile phone number: Person 2. Name: Date: Address: Mobile phone number:

4. Tell us your feedback
i Tell us:

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January 2024		
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5. Please tell us about your complaint

 Tell us:


- What happened
- Who was involved
- When and where it happened
- When you become aware of the problem
- The main issues you are concerned with.


 Attach copies of any supporting information—letters, reports, photos, etc

6. Please tell us what you would like to happen to your feedback or how you would like your complaint resolved

What would you like to happen to your feedback or to resolve your complaint? e.g acknowledgement / apology / disciplinary action / staff training / policy/process change ➡Details:

7. Send us your feedback or complaint

 **Mail:** PO Box 402, North Geelong, VIC 3215, attention **Feedback and Complaints Officer**

 **Email:** feedback@wathaurong.org.au – This email inbox is managed by the **Feedback and Complaints Officer**

We will contact you within 5 business days of receiving your complaint form.

IF YOU PROVIDE FEEDBACK OR MAKE A COMPLAINT – IT WILL BE MANAGED CONFIDENTIALLY AND YOUR SERVICES WILL NOT BE AFFECTED

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