

Complaints, Compliments and Concerns

Dingley Village Neighbourhood Centre is committed to providing high quality programs and services that meet our communities needs. We value your feedback – including complaints.

Please let us know what we do well and where we can improve our services.

Indicate your response below with an X.

This is a:	compliment		complaint		feedback		concern	
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Section 1: Your details

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

yes		no	
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Please note that we will take all complaints and concerns seriously, but anonymity may affect the outcomes of our investigation and resolution of the complaint.

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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Section 2: Please provide details of the service or program that the feedback concerns

Name of the service or program	
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Section 3: Please state your concerns

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

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Section 4: What action have you already taken in relation to this feedback?

Have you discussed your concerns with the person concerned, another agency or any other 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 5: What outcomes would you like as a result of providing your feedback?

Section 6: Privacy

The Dingley Village Neighbourhood Centre is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

The Dingley Village Neighbourhood Centre 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, such as a state government funding body that deals with the matters identified in your feedback.

If you choose to remain anonymous, Dingley Village Neighbourhood Centre may be unable to deliver the full range of services you require.

If you wish to contact Dingley Village Neighbourhood Centre, who are responsible for managing the personal information that you provide on this form, please call 9558 1866 and ask for the Manager

Section 7: 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.