

Formal Complaint Form

Please complete this form if you wish to make a formal complaint or raise a concern about ac.care, an ac.care program or service or an ac.care employee or volunteer.

For more information about providing feedback or concerns to ac.care please read the brochure 'client feedback and complaints'. The brochure also has contact details if you would prefer to speak to someone.

Please return the completed form:

- In person at any ac.care office or community centre
- By post addressed to: ac.care, PO Box 1842, Mount Gambier SA 5290
- By email: feedback@accare.org.au

Your Details:

Please enter your details (or at a minimum your first name and a phone number and/or email address). If you do not wish to supply your details, ac.care may be limited in how we can deal with the issue.

Name:			
Street Address:			
Suburb:		Post code:	
Phone:			
Email Address:			

Complaint Details:

Enter all relevant details regarding the complaint you would like to make. Please let us know as soon as possible after a problem occurs, help us to better understand your concern with clear and correct information and think about what you would like done to put things right.

Date:		Time:	
Location:			
Have you raised this complaint previously with ac.care?			
Who or what would you like to make a complaint about? Please give us some details.			
What would you like to see as an outcome?			

Witness Details (if applicable)

Please enter the details if there was a witness.

Name:			
Street Address:			
Suburb:		Post code:	
Phone:			
Email Address:			

What happens after I submit a formal complaint?

All formal complaints will be treated seriously and investigated promptly and fairly.

You will not be disadvantaged by raising the complaint.

We will deal with your complaint in a timely and fair manner.

You will be contacted within 14 days by the staff member investigating the complaint.

You will be informed of the progress of the complaint.

Details of the complaint will be kept in a confidential complaints register.

We will use your concern to improve our services where we can.

Is my complaint confidential?

As far as possible all complaints/concerns will be kept confidential amongst the staff directly engaged with the resolution of your complaint/concern.

If we need to involve other people to satisfactorily resolve the issue, we will ask for your permission first.

ac.care abides by the Privacy Act 1988 and the Information Privacy Principles (IPPs) and National Privacy Principles (NPPs).