

Complaints Form

Canterbury City Community Centre is committed to providing high quality programs and services, and meeting your needs. We value your feedback – including complaints. We view complaints as an opportunity to improve our services.

Please refer to our **Guide to Making a Complaint** which will assist you in understanding Canterbury City Community Centre complaints process and also provides a list of Advocacy services than can provide and support if needed.

Please use this form to explain your issues of concern and let us know what response or resolution you would like from Canterbury City Community Centre. This information will help us continue to improve our service, and may assist you/and or your representative and staff in finding a suitable resolution.

Date: ___ / ___ / ___

Your details

I am a service user an advocate/representative a visitor
 a staff member staff reporting on behalf of a service user
 other: _____

Please provide contact details if you require a response to your complaint.

Full Name: _____

Contact phone: _____

Email address (if preferred): _____

Mailing address (if preferred): _____

Service user name (if not person providing feedback or complaint): _____

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Subject of Complaint

1. What are your issues of concern?

Please attach other pages as needed.

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Outcome of Complaint

2. What would you like Canterbury City Community Centre to do in response to your feedback or complaint?

Privacy and Confidentiality

3. To ensure your personal details and feedback or complaint are kept private and confidential, please return your completed form by:

- Bringing it in person to Canterbury City Community Centre at 130 Railway Parade, Lakemba and giving directly it to the Coordinator of the service you are providing feedback on or making a complaint about.
- Bringing it in person to Canterbury City Community Centre at 130 Railway Parade, Lakemba in a sealed envelope marked Private and Confidential for the Chief Executive Officer.
- Posting your completed form marked Private and Confidential to Canterbury City Community Centre, **PO Box 66, Lakemba 2195** and addressed to the either:-
 - The Coordinator of the Service you are providing feedback on or making a complaint about.
 - The Canterbury City Community Centre Chief Executive Officer.
 - The Canterbury City Community Centre Board of Directors.