



Children's Services Central

Supporting the provision of quality, inclusive, children's services

NOTIFICATION OF FEEDBACK/COMPLAINT

1. Your contact details

Family Name Given Name(s)
Organisation
Address
Suburb State Postcode
Phone (hm.) (wk.) (mob.)

2. Are you a... (Please tick box)

Children's service Individual Other Stakeholder
 Other (please specify)

3. Is the feedback or complaint about an action of... (Please tick box and give details)

a Children's Services Central service/staff member
 a Children's Services Central trainer/consultant
 other

4. Have you discussed your matter with a staff member?

Yes No - go to Question 5
If yes when? Who dealt with the matter?
What was the result?

5. Please give details of your feedback or complaint and the outcome you are seeking.

Please provide all relevant dates (You should normally complain within three months of the event concerned). You may wish to attach further documentation.

Date: Signature

(Name and signature of Staff Member if received by telephone)



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FOR OFFICE USE ONLY

COMPLAINT/FEEDBACK ACTION TAKEN

ACTION TAKEN:

Acknowledgement letter sent Date

Manager's signature Date

Name of Manager

If not resolved within 5 business days: CEO advised Date

ACTION TAKEN:

Manager's/CEO's signature Date

Name of Manager

REVIEW

Once process is completed, review details of complaint with a view to incorporating improvements:

RECOMMENDED IMPROVEMENTS:

Manager's signature Date

Name of Manager

Date Taken to Manager's Meeting

Building 21, 142 Addison Road, Marrickville NSW 2204

Freecall 1800 157 818

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www.cscentral.org.au

ABN 81 174 903 921

Children's Services Central is a program of The Alliance of Children's Services. The Australian Government, through the Minister for Families, Community Services and Indigenous Affairs (FaCSIA), funds the Professional Support Co-ordinator initiative as part of the Inclusion and Professional Support Program.