# AVCL COMPLIMENTS, COMPLAINTS & FEEDBACK FORM

Version 1. Updated: 2 February 2023

**Please tick whichever applies:**

### Compliment Complaint Feedback

|  |  |
| --- | --- |
| **Your Details:**Name: ……………………………………………………………Address: …………………………………………………………… …………………………………………………………… …………………………………………………………… |  Phone No: …………………..Email:..……..…………………….. |

**Please outline the details / summary of the matter, and attach copies of any relevant documents or correspondence where relevant.**

**Name of program and staff member involved (if known):**

###### Date of occurrence: …………/……………..…/…………

**Have you previously contacted us about this? No/Yes (please provide details)**

**If yes, please advise – who did you contact/speak with, the date, and what was the outcome/resolution, and what alternative outcome you are seeking?**

**Do you require support? Please provide details:**

**Signature**: **Date:**

.……………………………………………………… …………………………………………………

Please email this completed form to AVCL Executive Officer

E: eo@avclp.org.au

Ph: 0417 348 547

In the event of a complaint, you can refer to the full complaints procedure on our website to further understand how we will respond to your concern.

If your complaint relates to the AVCL Executive Officer, please email this completed form to the AVCL Chair via chair@avclp.org.au