

Form: Complaint Form

All complaints lodged against staff or service of Achieve Australia will be managed with confidentiality but complainants are more than welcome to remain anonymous should they wish to. However, we may not be able to provide any update to you or request your feedback on our complaint handling process should you decide to remain anonymous.

You can also lodge a complaint online via the Achieve Australia website (www.achieveaustralia.org.au). Or, if the matter is urgent or if you prefer to speak directly to someone you can call the head office of Achieve Australia (1300 22 44 38) and your call will be transferred to Quality Team for a confidential discussion.

Once you complete this form you can either hand it to any group home staff or post it to:

Quality Team
Achieve Australia
1 Epping Road
North Ryde
NSW 2113

Once we receive your complaint we will begin our resolution process within 48 hours.

Section A: Client Details

If your complaint is not in relation to a specific client please skip to Section B

Client's Full Name:			
Client's Address:			
Does the client identify as Aboriginal or Torres Strait Islander?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not Sure <input type="checkbox"/>
Is the client from Culturally and Linguistically Diverse Background?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not Sure <input type="checkbox"/>
If you ticked 'Yes' for the above question, what is the client's background?			

Section B: Complainant's Details

If you prefer to remain anonymous please skip to Section C

Complainant's Full Name:	
Phone Number:	Email:
Complainant's relationship to Client:	<input type="checkbox"/> I am the client <input type="checkbox"/> Immediate or extended family member <input type="checkbox"/> Friend or Advocate <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Agency or Service Provider (Name: _____) <input type="checkbox"/> Neighbour <input type="checkbox"/> Member of the public

Section: C: Complaint Details

Please be as specific as possible with your concerns as this will help us to resolve the matter more efficiently.

C-1. Your Concerns

Please feel free to add extra pages if you need more space

C-2. What other steps have you taken to resolve this matter?

C-3. What outcome are you seeking from this complaint?

C-4. Do you have any supporting documents? Yes No

If you ticked Yes, please attach them to this form

Thank you for taking the time to advise us of your concerns.

Once we receive this form we will begin our assessment and, if you provided us with your email, you will receive an email advising next steps in the process. Also, after resolving your concerns, we will send you an online questionnaire for your feedback on our complaint handling process.