# Sunraysia Arts and Learning Complaint/Feedback Form

## About me

**Full Name:**

Please note you may leave this box blank if you wish to remain anonymous

## About the complainant/person giving feedback

| **Fill in this box if you are complaining on behalf of someone else** |
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| Name of person: What is your relationship to that person? Does the person know you are making this complaint?Does the person consent to the complaint being made?  |

| **Fill in this box if someone is assisting you with the complaint or feedback– for example a family member, your nominee or representative.** |
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| Name of representative: Organisation: Postal Address: **Contact Numbers**Business: Mobile: Fax: TTY: Email: My preferred contact is:  |

**Your complaint or feedback**

| **What is your complaint or feedback about?**Provide some details to help us understand your concerns. You can include what happened, where it happened and who was involved or the decision made by Sunraysia Arts and Learning that you are unhappy or concerned about, or give us any feedback that you think may be helpful.  |
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**Part D – Who is your complaint or feedback about?**

| **What outcomes are you seeking?** |
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**Further information**

| **Supporting information**Please attach copies of any documents that may help us investigate your complaint or feedback (for example letters, references, emails).  |
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| **Have you made a complaint or given feedback about this to another agency?**(For example: a disability service or equal opportunity agency, Health Care Complaints Commission, Ombudsman.)If so, please provide details of the agency to which you made your complaint or given feedback and any outcome. Please also attach copies of any letters you have received from that agency. |
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| What have we agreed to do about the complaint or feedback (to be completed by the Director SAL, the complainant and any other affected parties following a discussion.  |
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**Signatures**

SAL Director Date

Person making Complaint Date

Support People Date

Please check this box to consent to Sunraysia Arts and Learning providing information to a third party (e.g. a Provider or another jurisdiction) to resolve your issue.

Please place this form in the Complaints/Feedback box in the Merbein studio or forward to the Director of Sunraysia Arts and Learning in person or at enquries@sunraysiaartsandlearning.com.au.