**Complaints and Feedback Form**

This form is to be completed to make a complaint or to provide feedback about PACFA personnel, services or activities. The form is designed to collect sufficient information for a PACFA to consider the complaint or feedback.

Please see PACFA’s Complaints and Feedback Procedures for more information about making a complaint about PACFA.

Before completing this form, please contact PACFA to discuss your complaint and a Complaints Officer will be appointed to assist you.

Have you spoken to someone at PACFA about your Complaint? Yes / No

If Yes, who did you speak to at the PACFA Office:

If No, and you wish to speak with someone from PACFA prior to submitting this form, please call 03 9046 2270 or email [admin@pacfa.org.au](mailto:admin@pacfa.org.au).

Once you have completed this form, please send it to [complaints@pacfa.org.au](mailto:complaints@pacfa.org.au)

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| **Details of the person with a complaint** | | | | | |
| Surname: |  | First Name: |  | | |
| Address: |  | State: |  | Postcode: |  |
| Email: |  | Phone No: |  | | |
| Main language: |  | Interpreter required: | | Yes / No | |

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| **Details of your complaint or feedback** | |
| Who or what are you complaining about? |  |
| Do you wish to:  Provide feedback to help PACFA improve our policies, services, activities  OR  Make a formal complaint to achieve a particular resolution | |
| **OPTION 1 – PROVIDE FEEDBACK TO PACFA**  **Please provide details of your feedback here** | |
| **What changes would you like to see as a result of your feedback?** | |

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| **OPTION 2 – MAKE A FORMAL COMPLAINT TO PACFA**  **Please provide details of your complaint here** |
| **What resolution are you seeking by making a formal complaint?** |

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| **Confidentiality** |
| Do you wish to be identified as the complainant or do you wish to complain or provide feedback anonymously?   * If anonymity is sought, while all efforts will be taken to maintain this, the subject of the complaint may be able to make deductions from the nature of the complaint, and the maintenance of secrecy cannot be guaranteed; and * If anonymity is maintained, this may limit the options for any subsequent investigation.   I consent to my identity as the complainant being disclosed   to the person(s) about whom I am complaining  OR  I wish to complain anonymously |
| YOUR SIGNATURE: DATE:  Please sign electronically or print and sign to return this form to PACFA. |

Please send this form to [complaints@pacfa.org.au](mailto:complaints@pacfa.org.au)