



KALWUN

Kalwun Child and Family Support Services

Form: Complaints and Grievances

Before completing and lodging this form you should read **Client Services Charter** and **Privacy Statement**. If you are dissatisfied with our services or how they were provided to you, we want to make it easy for you to register a complaint with us.

Personal details						
Preferred title:	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other	
Last name:						
First name/s:						
Contact details						
What is your postal address?						
	Suburb				Postcode	
Telephone:	Home		Work		Mobile	
Email address:						
Other ways to contact you:						
Preferred way for us to contact you:	Telephone <input type="checkbox"/>	Letter <input type="checkbox"/>	Email <input type="checkbox"/>	Other		

Complaint details		
Are you a current client with Kalwun Child and Family Support Services ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you raised your complaint with us before?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Does your complaint involve a breach of privacy?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you done anything about your complaint already?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you read and signed the Client Services Charter?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you read and signed the Privacy Statement?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please advise details including the person you spoke to, when you spoke to them and the advice given.		

Complaint summary	
Time and Date of Grievance	
Description of the Grievance	
Grounds by which the complaint has affected you	
Names of Witnesses	
Please tell us what you would like to happen to resolve your complaint	

Name: _____

Signed: _____

Date: ___/___/___

What happens next?

Once we receive your complaint, we will contact you within five working days of receiving your complaint to let you know what we will do and the expected time it will take to investigate your complaint.

Kalwun Development Corporation takes your complaint seriously and will keep you updated on the progress of this complaint.

Complaint details- Kalwun Administration to Fill Out

Step One: Conciliation

Details of resolution proposed:

Had the complainant agreed to the proposed resolution?

Yes

No

Step Two: Investigation

Details of resolution proposed:

Had the complainant agreed to the proposed resolution?

Yes

No

Step Three: Review by Regional Manager

Details of resolution proposed:

Had the complainant agreed to the proposed resolution?

Yes

No

Step Four: Final determination by Regional Manager

Details of resolution proposed:

Had the complainant agreed to the proposed resolution?

Yes

No