



# Complaint form



everyone's family

## Please sign and date this form

Your signature: \_\_\_\_\_

Date: ...../...../.....

## Where to send this form

Once you have completed this form, you can:

- give it to your local The Smith Family office, or
- email it to: [complaints@thesmithfamily.com.au](mailto:complaints@thesmithfamily.com.au), or
- send it by post to: General Manager, The Smith Family, at the following addresses in your State or Territory

ACT: PO Box 10500, Woden ACT 2606

NSW: GPO Box 10500, Sydney NSW 2001

NT: PO Box 553, Nightcliff NT 0814

Qld: PO Box 10500, South Brisbane QLD 4101

SA: PO Box 10500, Rundle Mall, Adelaide, SA 5000

Tas: GPO Box 2237, Hobart TAS 7001

Vic: PO Box 10500, Collingwood VIC 3066

WA: GPO Box 3087, East Perth, Perth WA 6892

## Our commitment to you

Our commitment to you is that we will do our best to provide an initial response to you within three working days after we receive your Complaint Form, and to resolve your complaint within 10 working days.

The process that we will follow to do this is described in our Complaints brochure, which is available at [www.thesmithfamily.com.au](http://www.thesmithfamily.com.au) or by contacting us on 1800 024 069. You can also contact us at any time for an update on progress or to provide further information.

Your privacy and confidentiality will be respected at all times. For information on how we deal with your personal information, please see our Complaints brochure and our privacy policy available at [www.thesmithfamily.com.au/privacy](http://www.thesmithfamily.com.au/privacy).

### Office Use Only

**Complaint received by:** (name of The Smith Family team member) \_\_\_\_\_

**Complaint form completed by:**  Complainant  The Smith Family team member **Date:** / /

**Via Channel:** Email  Post  Phone  Online  In person  Other

**Acknowledgement letter and Complaints brochure sent to Complainant:** Yes / No **Date:** / /

**Complaint escalated to:** \ \ **Date:** / /