Complaint form



If you are dissatisfied with The Smith Family, our services, activities or our team members, we encourage you to let us know. Please use this form to make a <u>formal complaint</u>.

Name:	complaint to be anonymous, do not	write your name or contact details or	n this form)
		•	
Phone:	(h)	(w)	(m)
Email:			
Preferred contact m	nethod: (please tick) Email	Post □ Phone □ Mobile	e □ Other □
Do you need an inte	erpreter: (please circle) Yes / No	If yes, what language?	
Your complain	nt		
Please describe your	complaint. It will help us if you	can explain:	
What happerWhen it happ	e or program or activity you are oned bened (including dates) is involved (names of individuals	, ,	
		not enough space below. You she example, copies of any correspond	
			

Complaint form



PI	ease	sign	and	date	this	form
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Yo	Your signature: Date:/	/
W	Where to send this form	
On	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 , or	
•	• send it by post to: General Manager, The Smith Family, at the following a	ddresses in your State or Territor
	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	

Our commitment to you

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

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 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.

Office Use Only				_		
Complaint received by: (name of The Smith Family team member)						
Complaint form completed by: ☐ Complainant ☐ The Smith Family team member	Date:	/	/			
	Other \square					
Acknowledgement letter and Complaints brochure sent to Complainant: Yes / No	Date:	/	/			
Complaint escalated to:	Date:	/	/			