

# COMPLAINTS FORM



Fill in the details of the person who is making the complaint

**Your name:**

**Address:**

**Phone (mobile):**

**Email:**

Preferred contact method:

Phone      Email

**I am making this complaint anonymously**

Yes      No

Please note that if you are making your complaint anonymously, we may be unable to respond to your complaint and inform you about our actions.

Leave the personal information sections in blank if complaint anonymously

If you are making the complaint on behalf of another person provide the following details

**Their name:**

**What is your relationship to the person?**

**Does the person know you are making this complaint?**

Yes      No

**Does the person consent to the complaint being made?**

Yes      No

**Phone (mobile):**

**Email:**

Preferred contact method:

Phone      Email



**Who is the Provida Services team member, or the service you are complaining about?**

**Name of person:**

**Name of service:**

**Contact details (if known):**

Address:

Phone (mobile):

Email:

**What is your complaint about?**

Provide some details to help us understand your concerns. You should include what happened, where it happened, time it happened and who was involved.

**What outcomes are you seeking as a result of the complaint?**

**Supporting Information:**



Please attach copies of any documentation that may help us to investigate your complaint/ feedback (for example, letters, references and emails).



## OFFICE USE ONLY

**Complaint received by:**

**Date received:**

**Action taken or required:**

**Date action completed:**

**Signature:**

Please print and sign or insert your electronic signature.

### How to contact us

To ask questions or comment about this Complaints form and our complaints policy and practices, contact us at: [info@providaservices.com.au](mailto:info@providaservices.com.au)

### Acknowledgement

Provida Services is at Melbourne (Naarm), Victoria. We respect, and honor Aboriginal and Torres Strait Islander Elders – past, present, and future. We acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

Provida Services recognises and values individuals from diverse backgrounds, regardless of their gender, sexuality, cultural heritage, or nationality.

### Accessibility

Provida Services welcomes calls through the National Relay Service (NRS) if you are deaf, hard of hearing and/or have speech communication difficulty. Choose your access option (see About the NRS <https://www.accesshub.gov.au/about-the-nrs>) and provide our phone number (03) 9972 1436 when asked by the Relay Officer.

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