

# Complaint Form

**Please note that all sections of this complaint form must be completed.** If you have a witness to the incident, you can include their contact details or ask them to write a supporting letter to include with this form.

Complaints to Waminda are handled in a 6-step process, (please see Complaint Management Flowchart). If you are unhappy with the complaint resolution, please see attached table of external agencies you can contact for advice.

After you have completed this form (and attached any relevant documentation), please address the complaint to the **Executive Leadership Team**, or if of a confidential nature you can address your complaint directly to the **CEO**; or if you feel that it is a matter for the Board of Management only, then address your complaint to the **Chairperson of the Board**. Complaints can be received by mail or email as below:

**Postal Address:** P.O. Box 978, Nowra NSW 2541

**Email Address:** [administration@waminda.org.au](mailto:administration@waminda.org.au) (please ensure you label the email "Confidential: for Executive/ CEO/ Chairperson" in the subject line ).

Complainant details (leave blank if you wish to remain anonymous)	
Full name	
Postal address	
Best contact number	
Complaint is regarding:	
<input type="checkbox"/> Person/s <input type="checkbox"/> Program/service <input type="checkbox"/> Waminda organisation as a whole	
Name of Person/ Program: _____	
Position of Person: _____ <input type="checkbox"/> N/A	
Date of the incident/complaint:    /    /	Date of lodgement:    /    /
<input type="checkbox"/> There was a witness to the incident/complaint Name: _____ Best Contact _____	<input type="checkbox"/> Witness statement attached





## Section 1: OFFICE USE ONLY

Date received: \_\_\_\_\_

Witness Form attached  Yes  No

Received by:  Email  Mail  Hand

Form given to: \_\_\_\_\_

Other: \_\_\_\_\_

Date forwarded: \_\_\_\_\_

Date acknowledgement sent to client: \_\_\_\_\_

Investigation required:  Yes  No

If Yes, investigation team: \_\_\_\_\_

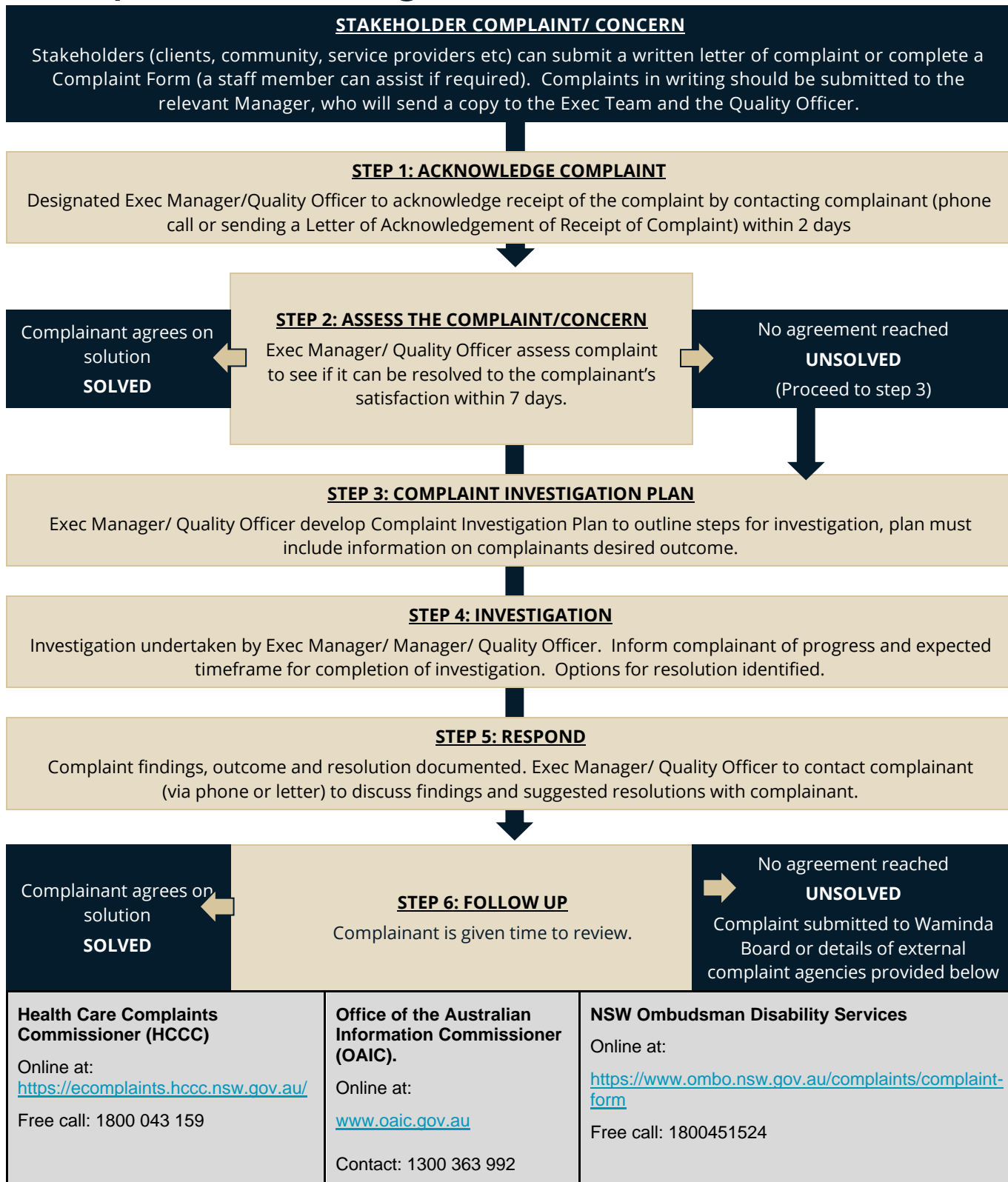
Complainant contact summary: \_\_\_\_\_

Resolution: \_\_\_\_\_

Date Complainant informed of resolution: \_\_\_\_\_

Date of follow up contact: \_\_\_\_\_

## Complaints Management Flow Chart



Type of Complaint/ Independent Agency	By Phone	By Mail
<u>General Complaints</u> Department of Fair Trading Website: <a href="http://www.fairtrading.nsw.gov.au/ftw/About_us/Online_services/Lodge_a_complaint.page">http://www.fairtrading.nsw.gov.au/ftw/About_us/Online_services/Lodge_a_complaint.page</a>	13 32 20	Department of Fair Trading -Complaints Postal Address: PO Box 5275 Wollongong, NSW 2520
<u>General Complaints</u> Health Care Complaints Commissioner (HCCC) Website: <a href="http://www.hccc.nsw.gov.au">www.hccc.nsw.gov.au</a>	(02) 92197444 Free call 1800 043 159	On line at: <a href="https://ecomplaints.hccc.nsw.gov.au/">https://ecomplaints.hccc.nsw.gov.au/</a> , NSW Health Services Commission Locked Mail Bag 18 STRAWBERRY HILLS NSW 2012
<u>Privacy Complaints</u> Office of the Australian Information Commissioner (OAIC). Website: <a href="http://www.oaic.gov.au">www.oaic.gov.au</a>	1300 363 992	Office of the Australian Information Commissioner Postal Address: GPO Box 5218, Sydney NSW 2001
<u>NDIS &amp; Disability Related Complaints</u> NSW Ombudsman Disability Services Website: <a href="http://www.ombo.nsw.gov.au/what-we-do/our-work/community-and-disability-services/complaints-about-community-and-disability-services">www.ombo.nsw.gov.au/what-we-do/our-work/community-and-disability-services/complaints-about-community-and-disability-services</a> .	(02) 92861000 or Free call 1800451524	Online complaints form: <a href="https://www.ombo.nsw.gov.au/complaints/complaint-form">https://www.ombo.nsw.gov.au/complaints/complaint-form</a> .
<u>Criminal Allegations</u> NSW Police	000  Nowra Police Station: (02) 44219699	In person to Nowra Police Station: 88 Plunkett St Nowra, NSW 2541
<u>Health Practitioner conduct, health or performance</u> Australian Health Practitioner regulation agency (AHPRA) Website: <a href="http://www.ahpra.gov.au">http://www.ahpra.gov.au</a>	1300 419 495	Download complaint form: <a href="https://www.ahpra.gov.au/Notifications/Raise-a-concern.aspx">https://www.ahpra.gov.au/Notifications/Raise-a-concern.aspx</a>