**Feedback and Complaint Form**

The Far West Community Legal Centre Ltd (FWCLC Ltd) is committed to providing high quality services that meet your needs. We value your feedback – including complaints.

Please let us know what we do well and where we can improve our services.

**This is a:** Indicate your response below with an X.

|  |  |
| --- | --- |
| feedback |  |
| complaint |  |

# Section 1: Your details

Do you want to remain anonymous? [Indicate your response with an X]

|  |  |
| --- | --- |
| yes |  |
| no |  |

## Personal details

|  |  |
| --- | --- |
| First Name: |  |
| Last Name: |  |
| Postal address: |  |
| Telephone number: |  |
| Mobile number: |  |
| Email address: |  |

Do you require an interpreter?

|  |  |
| --- | --- |
| yes |  |
| no |  |
| If **yes**, which language? |  |

Are you providing feedback on another person’s behalf? [Indicate your response with an X]

|  |  |
| --- | --- |
| yes |  |
| no | [Go to section 4] |

# Section 2: Feedback made on another person’s behalf

Please provide the following details about the person on whose behalf you are acting:

|  |  |
| --- | --- |
| First Name: |  |
| Last Name: |  |
| Postal address: |  |
| Telephone number: |  |
| Mobile number: |  |
| Email address: |  |

**Please provide details of your relationship to the person on whose behalf you are acting:**

Are you a legal representative for the person who received the service?
[e.g. parent of a child under 18 years or guardian – indicate your response with an X]

|  |  |
| --- | --- |
| yes |  |
| no |  |

If **yes**, please provide details:

|  |
| --- |
|  |

Does the person know you are making a complaint on their behalf? [Indicate your response with an X]

|  |  |
| --- | --- |
| yes |  |
| no |  |

If **no**, please provide the reason why:

|  |
| --- |
|  |

Are we able to speak with the person who received the service? [Indicate your response with an X]

|  |  |
| --- | --- |
| yes |  |
| no |  |

If **no**, please provide the reason why:

|  |
| --- |
|  |

# Section 3: Other person’s consent for feedback made on their behalf

If you are providing this feedback on another person’s behalf, we require the consent of the other person to obtain and pass on personal information relevant to this feedback. Please provide evidence of this consent when submitting this form, e.g., signed consent [as provided below] from the person on whose behalf you are acting.

I, [insert name of person giving consent] give permission to [insert name of person receiving consent] to provide or collect relevant information on my behalf to assist with this complaint/compliment or feedback, as necessary.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |

# Section 4: Please provide details of the service that the feedback concerns

|  |  |
| --- | --- |
| Name of the service: |  |
| Address of office location of service: |  |
| Contact person’s name and position in the service: |  |

# Section 5: Please state your concerns

Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.

|  |
| --- |
|  |

# Section 6: What action have you already taken in relation to this feedback?

Have you discussed your concerns with the service provider or another agency or person for assistance with these concerns? [Indicate your response with an X]

|  |  |
| --- | --- |
| yes |  |
| no |  |

If **yes**, with whom and what was the outcome?

|  |
| --- |
|  |

# Section 7: What outcomes would you like as a result of providing your feedback?

|  |
| --- |
|  |

# Section 8: Privacy

FWCLC Ltd is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

FWCLC Ltd will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others, our privacy statement can be found on the FWCLC Ltd website.

If you choose to remain anonymous, FWCLC Ltd may be unable to deliver the full range of services you require.

If you wish to contact the Chief Executive Officer who is responsible for managing the personal information that you provide on this form, please contact us using the details below. You also have the right to access your information and seek its correction.

# Section 9: Declaration

Paragraph declaring information provided is true and correct.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |

**Thank you for taking the time to provide feedback about our service.**

Your feedback can be delivered to FWCLC Ltd by email, mail, by phone or in person.

Email:

FWCLC Ltd CEO: ceo@farwestclc.org.au

FWCLC Ltd Board: chair@farwestclc.org.au

Mail:

 Private and Confidential

 Attention CEO or Chair, Far West Community Legal Centre Ltd

 PO Box 399

 BROKEN HILL NSW 2880

Phone:

You can contact us by phone on (08) 8088 2020, or freecall 1800 300 036.

In person:

You are welcome to visit our office at 304 Oxide Street, Broken Hill NSW 2880.

**Professional conduct of a solicitor**

If your complaint is regarding the professional conduct of a solicitor, please contact the Office of the Legal Services Commissioner (NSW) on 1800 242 958 for help and information.