



COMPLAINT FORM

Date ___ / ___ / ___

Ballarat & Grampians Community Legal Service (BGCLS) is committed to providing legal services in a fair and accessible manner. Please ensure that you have read the Client Charter prior to completing this form.

1. Please give details of your complaint:

2a. Have you spoken to a staff member about this? Yes No

• *If yes, who did you speak to?* _____

2b. Were you satisfied with their response? Yes No

• *If no, would you like further action on this matter?* Yes No

2c. What action would you like to have happen as a result of this complaint?

*This complaint will be managed within our Privacy and Confidentiality and our Compliance policies.
Please ask if you would like a copy of either.*

If you would like us to contact you to provide feedback, or let you know the outcome of your complaint, please provide your name and contact details below.

You do not have to provide your details if you don't want us to keep in touch with you about your complaint.

Name: _____ Phone: _____

Email: _____

Postal Address: _____

3. Handing in this form:

<p>a) Post to: Manager or Principal Lawyer Ballarat & Grampians Community Legal Service PO Box 547 Ballarat Central 3353 Marked "Confidential"</p>	<p>b) Post to: Committee of Management Ballarat & Grampians Community Legal Service PO Box 547 Ballarat Central 3353 Marked "Confidential"</p>
<p>c) Drop it in to our office at 5 Chancery Lane, Ballarat Central Marked "Confidential"</p>	<p>d) Scan and email the form to reception@bgcls.org.au Put "Confidential" in subject line.</p>

*Thank you for taking the time to complete this form.
Your comments are valuable in helping us to review the way we provide our services.*