

## Feedback and Complaints Form

Newtown Neighbourhood Centre (NNC) is committed to providing high quality programs and services and meeting your needs. We value your feedback – including complaints. We view complaints as an opportunity to improve our services.

Please refer to our **Guide to Making a Complaint** which will assist you in understanding NNC complaints process and also provides a list of Advocacy services that can provide advice and support if needed.

Please use this form to explain your issues of concern and let us know what response or resolution you would like from NNC. This information will help us continue to improve our service, and may assist you/and or your representative and staff in finding a suitable resolution.

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Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### Your details

I am a  service user  an advocate/representative  a visitor  
a staff  member staff  reporting on behalf of a service recipient  
other:  \_\_\_\_\_

**Please provide contact details if you require a response to you feedback or complaint.**

Full Name: \_\_\_\_\_

Contact phone: \_\_\_\_\_

Email address (if preferred): \_\_\_\_\_

Mailing address (if preferred): \_\_\_\_\_

Service user name (if not person providing feedback or complaint):  
\_\_\_\_\_

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**Outcome of Feedback or Complaint**

2. What would you like NNC to do in response to your feedback or complaint?

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**Privacy and Confidentiality**

3. To ensure your personal details and feedback or complaint are kept private and confidential, please return your completed form by:

- Brining it in person to [Newtown Neighbourhood Centre at 1 Bedford Street, Newtown](#) and giving directly it to the Coordinator or Manager of the service you are providing feedback on or making a complaint about.
- Brining it in person to [Newtown Neighbourhood Centre at 1 Bedford Street, Newtown](#) in a sealed envelope marked Private and Confidential for the Chief Executive Officer.
- Posting your completed form marked private and confidential to [Newtown Neighbourhood Centre, PO Box 19, Newtown 2042](#) and addressed to the either:
  - The Coordinator or Manager of the Service you are providing feedback on or making a complaint about.
  - The NNC Chief Executive Officer
  - The NNC Board of Management