



Complaint Form

As a client of The Burdekin Association, you have the right to make a complaint. You may wish to submit your complaint using this form.

Other ways you can complain:

- Verbally (in person) to *any* staff member at *any* time
- Email: burdekin.admin@burdekin.org.au or a staff member's email if you have it
- Text or call any staff member
- Call 02 8976 1777
- Send us a message on social media:
Instagram: @burdekinassociation
www.facebook.com/theburdekinassociation

Optional – note, we will not be able to investigate or respond to anonymous complaints.

Your name: _____

Contact details: _____

What is your complaint about? If it's about a particular event, when did it happen?

Was anyone else there? If so, who?

Do you give us permission to speak to the people that were involved in what happened?

Yes No _____

Do you have some ideas about how things could have been done better?

What would you like to happen now?

We are sorry that you are unhappy with the service and will try resolve your complaint as quickly as possible.

Please return this form using one of these methods:

Hand it to any staff member

Hand it in at or post it to the office: 6/2 Victor Road, Dee Why NSW 2099

Scan and send to burdekin.admin@burdekin.org.au