



Customer Complaints and Feedback Form

We value your feedback!

Access4u is committed to providing high quality services to our customer.
We encourage your complaints and any suggestions.
Please complete the following sections:

This feedback is about a: Complaint ☐ Suggestion ☐

The person making the complaint is a:

☐ participant ☐ family member ☐ advocate ☐ staff member
☐ other (please specify):

Customer name in full (optional):

Customer address (optional):

Name of representative/family member (optional):

Contact phone number of representative/family member (optional):

Contact email of representative/family member (optional):

Details of complaint/suggestion:

What is the outcome you'd like to see?

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The customer/representative will be advised of the outcome in writing which will detail reasons for that outcome.

You will receive an acknowledgement within 2 days and a response within 14 days (if requested). Your feedback will be treated confidentiality.

Once complete, please forward to our Complaints Management Team.
Email: feedback@access4u.org.au

Would you like us to contact you about your complaint/feedback?
Please circle.

 Yes

 No

Office use only.

Date:/...../.....

Received by:

Complaint received via (e.g. email):

Reference number: