


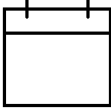


## Complaints and feedback form



You can use this form to tell us what you think about our service.

You do not have to write in every box.

You can ask someone to help you fill out the form.

	<p>Your name:</p>
  	<p>Your phone number:</p> <p>Or</p> <p>Your email:</p>
	<p>Today's date:</p>

### Please tick or circle the box

	<p><input type="checkbox"/> I want to make a <b>complaint</b></p>
	<p><input type="checkbox"/> I want to give <b>feedback</b></p>

**Write or draw your complaint or feedback here**



**What happened?**

Please let us know what you are not happy about

	<p><b>When did this happen?</b> Do you remember the time and date?</p>
	<p><b>Where did it happen?</b></p>
	<p><b>Who was involved?</b></p>
	<p><b>Have you talked to anyone from SACID about your complaint or feedback?</b></p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p>If <b>yes</b>, who did you talk to?</p>



What would you like to happen from this complaint or feedback?



Did someone help you to fill out this form?

Yes  No

If **yes**, do you want us to contact them?

Yes  No

Their name:



Their phone number:



What is the best way to contact you about your feedback or complaint?

Email.

Phone.

Contact the person who helped fill out this form.

Other: \_\_\_\_\_

## What happens with my complaint or feedback?



When you have finished the form, you can:

- give it to a SACID staff member.
- Send it to us by email.
- Send it as a letter.
- Put it in the feedback box at SACID.



Email: [admin@sacid.org.au](mailto:admin@sacid.org.au)



Address: 302 South Road,  
Hilton SA 5033



Web: <https://sacid.org.au/contact-sacid/>



We take your complaint or feedback seriously.

We will:

- Treat you with respect.
- Listen to you.
- Tell you what we will do to try and fix the problem.
- Keep your information private.
- Let you know within 1-2 workdays that we got your complaint.
- We will keep you updated while we look into your complaint.