

COMPLAINT FORM

1. Information

A complaint should be lodged if you are not happy with the services, staff, facilities or processes of Cornerstone Youth Services (CYS).

We investigate all complaints and use the information to make positive changes.

You will not be treated any differently if you put in a complaint and you can still access all the CYS services you are eligible for.

We only use the information collected on this form to resolve your complaint and only authorised staff have access to the information. Depending on the nature of your complaint we may be required to provide our funding bodies with de-identified information.

2. Personal Details

Title	
First name	
Last name	

3. Contact details

Mailing Address				
			Postcode	
Email address				
Phone number				
Mobile number				
Preferred contact	<input type="checkbox"/> Telephone	<input type="checkbox"/> Mobile	<input type="checkbox"/> Letter	<input type="checkbox"/> Email

4. Complaint details

When it happened	
Where it happened	
Who was involved	
Which CYS program does it involve?	
What happened (details of your complaint)	

What happened - continued

What would you like to happen to resolve your complaint?

Attach any documents that support your complaint

4. Acknowledgement

All the information provided above is true and correct to the best of my knowledge

Signature

Date