



INFORMATION FOR COMPLAINANTS

- Standard complaints may take up to 15 working days to resolve.
- Complex complaints may take longer to resolve.
- Once you lodge the complaint, it will be referred to a Manager who will investigate your complaint and contact you with confirmation of receipt of complaint.
- During the investigation, the Manager may contact you to obtain additional information to support the complaint.

NOTE: The Complainant must submit the complaint in writing. If you need assistance in preparing your complaint a staff member can help.

Part A – About you (the complainant)

PERSONAL DETAILS

Name: Mr/Mrs/Miss/Ms:.....

Address:

..... Post code:

Contact numbers: Home: Business:

Mobile: Email:

Preferred Contact Method: Letter Email

Part B – Your complaint

Who are you complaining about?

1. Name:.....

What is your complaint?

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OFFICE USE ONLY

Receiving Officer:

Date:

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Notes

Response sent by:

Date response sent:

Resolution/outcome:
(attach copy)

NOTE: Please detach the below receipt and give to the complainant



RECEIPT OF COMPLAINT LODGED AT SWAMS

Lodged By (Complainant): _____

Received by (SWAMS Officer): _____

Date: _____ Signature: _____

If you do not hear from a SWAMS Officer within 15 days of lodging this complaint, please contact the Personal Assistant to the CEO on 08 9791 1166 to inquire about the status of your complaint.