



# WELFARE RIGHTS & ADVOCACY SERVICE

## FEEDBACK AND COMPLAINT FORM

If you want to provide feedback or lodge a complaint, please complete this form or make a recording and return it to the service. Your complaint will be processed in line with the service's Complaint Policy. If you wish to authorise a friend or advocate to assist you, please complete the authority section (Section B).

<b>Section A</b>	
<b>1. Name of person lodging the complaint</b>	
<b>2. Address</b>	
<b>3. Contact Telephone Number</b>	
<b>4. Email Address</b>	
<b>5. Details of Complaint - Please include details of the incident, staff member involved, date of incident etc. – attach a separate page if necessary.</b>	

<p><b>6. Has any attempt been made to follow up this matter with the staff member involved?</b> <span style="float: right;"><b>YES/NO</b></span></p> <p><b>If yes, please provide details e.g. date and place of meeting, and a brief description of the meeting.</b></p>
<b>Signed</b>
<b>Date</b>
<b>Section B</b>
<p><b>Is someone helping you with your complaint?</b> <span style="float: right;"><b>YES/NO</b></span></p> <p><b>If yes, name, address and telephone number of this person.</b></p>
<p><b>Do you give your advocate/friend permission to act for you in this complaint?</b> <span style="float: right;"><b>YES/NO</b></span></p>
<b>Signed</b>
<b>Date</b>

Please return this form by mail to the Executive Officer, Welfare Rights & Advocacy Service, 98 Edward Street, Perth 6000 or by email to [welfare@wraswa.org.au](mailto:welfare@wraswa.org.au)