



## Standard 2: Management Systems

### 2.2 Human Resources

#### Complaints, Reporting & Action Lodgement Form

This form can be used to lodge complaints and grievances.

The appropriate complaints and appeals process is required to be followed, as outlined in the Complaints Management Policy and Procedures.

Complaints lodged in writing will be accepted as formal grievances/complaints or appeals.

Please attach a copy of relevant information, forms and other documentation as applicable.

First Name	
Last Name	
Phone	
Mobile	
Email	
Brief Description of Complaint	
Date of Submission of Form	

Please indicate preferred method of contact:

- Phone:
- Email:
- Mail:

#### Type of Complaint

- I am making the complaint on behalf of myself.
- I am making the complaint on behalf of someone else.  
Please state who the complaint is on behalf of and your relationship to them:
- I am making the complaint on behalf of a service/organisation. Please state the name of the organisation and job title.



## Mental Health Carers NSW

### Complaint Topic

- Staff member
- Education, Training & Events
- Carer Connection Line
- Carer Connections Meeting
- Peak Speaks
- Mental Health Carer Advocacy Network
- Policy and Advocacy
- Organisation communications
- Organisation operations
- Other (please specify):

Please provide a brief description of your complaint outlining (if possible) dates, times, people and locations as this will assist us in responding to your complaint.

We also encourage you to identify your desired outcomes and expectations to resolve the complaint.