



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).

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

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

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