

CTC COMPLAINT FORM

CTC encourages and welcomes feedback. We respect everyone's right to express views about what is and what is not working for them in regard to our services.

You don't have to fill out this form to make a complaint.

If you prefer, you can contact CTC Headquarters:

- Address: 6 Cornish Street, Kingaroy
- Phone: (07) 4162 9000
- Email: admin@sbctc.com.au

Or

You can lodge your complaint via the Feedback tab on our website www.sbctc.com.au

You don't have to read our Complaints Brochure or Complaints Management and Resolution Policy & Procedure, but you can request copies from CTC Headquarters. They are also easily accessible from the Feedback tab of our website.

Details of the complaint, including date/s and time/s if possible and the details of any witnesses if appropriate.

How have you or any other person been affected?

What is the outcome you are seeking to resolve your complaint?

Have you attached any additional information? Yes No

Do you want to make an anonymous complaint? (if yes, there is no need to fill out the rest of this form) Yes No

Do you want to be contacted as part of our management of the complaint? Yes No

Complainant's Name _____ Date _____

Complainant's Phone Number and/or email address _____

Or

Provide details of a family member, friend or someone from another agency to be contacted on your behalf:

Nominated Person's Name _____ Phone /email address _____

Completed Complaint Forms can be lodged with CTC Headquarters (details above) or dropped into one of CTC's Feedback Boxes which are in the reception area of all CTC sites.