

Complaints & Appeals Form

ABOUT THIS FORM

This form is to assist you in making a complaint to Elwood St Kilda Neighbourhood Learning Centre (ESNLC), or to appeal a decision. For further information please refer to ESNLC's Complaints & Appeals Policy and procedures.

HOW TO CONTACT ESNLC

In person or by mail: 87 Tennyson Street, Elwood VIC 3184

Telephone: 9531 1954

Email: manager@esnlc.org.au

COMPLAINANT DETAILS

Name	
Address	
Phone Number	

COMPLAINT OR APPEAL DETAILS

I want ESNLC to know how I am dissatisfied about...

If making a complaint please outline what has happened, when and where it happened, who was involved and any other relevant details. Or if appealing a decision, please outline the decision made that is being appealed.

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I have tried to sort this out by...

Details of any phone conversations, letters, visits or meetings regarding this matter.

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I would like ESNLC to...

Please tell us what you think would resolve the problem for you.

I want ESNLC to consider the following...

Is there anything else that would help ESNLC resolve your complaint or appeal? Please attach copies of any relevant letters, documents or further information that may help us.

Do you require an interpreter?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Language	

Signature	
Date	

Privacy Notice

The information in your complaint, including your name, will be disclosed to the relevant staff member, and/ or Committee of Management (CoM) member, concerned during the course of investigating your complaint. All complaints and appeals will be treated with confidentiality. ESNLC will securely maintain records of all complaints and appeals and their outcomes. Please advise ESNLC if your contact details change.