

Personal Details (Complainant)					
Name					
Address:					
Contact Number					
Email:					
Preferred Contact	<input type="checkbox"/> Telephone	<input type="checkbox"/> Email	<input type="checkbox"/> Letter		
What is your relationship to SCSS	<input type="checkbox"/> Client <input type="checkbox"/> Client Support Person / Family / Advocate <input type="checkbox"/> Staff Member <input type="checkbox"/> Child Safety Representative <input type="checkbox"/> NDIS Representative <input type="checkbox"/> Other				
About your complaint / grievance:					
Does your complaint / grievance relate to:					
<input type="checkbox"/> SCSS Client <input type="checkbox"/> SCSS Staff <input type="checkbox"/> SCSS Management or Process <input type="checkbox"/> Staff Rostering <input type="checkbox"/> Staff Work Environment <input type="checkbox"/> Staff Work Relationships <input type="checkbox"/> Staff Terms/Conditions of Employment					
SCSS Program	<input type="checkbox"/> Child Safety <input type="checkbox"/> NDIS <input type="checkbox"/> Southern Cross Family Day Care				
SCSS Service	<input type="checkbox"/> Corporate <input type="checkbox"/> Plan Management <input type="checkbox"/> Service Delivery <input type="checkbox"/> Support Coordination				
SCSS Location					
Who is the complaint / grievance relate to?					
When did it happen?					
Specific Details about the Complaint/Grievance					
Please summarise your complaint/grievance below. Make sure to include the following: What happened? Who was involved? When and where it happened? Any other information relating to the complaint/grievance. Attach a separate page if needed and any supporting information that will assist us in addressing your issue.					

Outcome Expectation

What would you like to happen to resolve your complaint/grievance?

Name (Block Letters)	Signature	Date

Lodgement:

You can lodge your Complaint Form and any attachments by:

- Posting a hard copy to:
Southern Cross Support Services
PO Box 446
Bundaberg QLD 4670
- Emailing to: quality@scss.org.au
- Visiting in person or calling us on 1300 7277 01

What happens next?

We will contact you within five working days of receiving your complaint to let you know what we will do and the expected time it will take to investigate your complaint.

We take your complaint seriously and will contact you to keep you up to date.

Your Privacy

Southern Cross Support Services is collecting your personal information for the purposes of identifying and dealing with your complaint, in accordance with our Feedback, Concerns and Complaints Management Policy. Your personal information may be forwarded to the business unit or region relevant to your complaint, so your complaint can be addressed. Your personal information will not be provided to any person you are complaining about, unless it is specifically required to ensure your complaint is appropriately dealt with. Any use of your personal information will be limited to that necessary to investigate and respond to the issues raised in your complaint.

Office Use only

☐ Entered on Feedback, Concerns and Complaints Register

Name		Position	
Signature		Date	