

# COMPLAINT FORM

## INCORPORATING DAREBIN COMMUNITY LEGAL CENTRE

A staff member of Fitzroy Legal Service has provided you with this form as you have requested to make a complaint. We ask that you please read the following **before** submitting this complaint.

- We recommend that you speak with the relevant Principal Lawyer (or CEO if complaint is in relation to a Principal Lawyer) before formally submitting a complaint.
- Please provide clear detailed information about your complaint on this form. If you have more than one complaint, we recommend using one form for each complaint.
- Please attach copies of documents that relate to your complaint.

YOUR DETAILS	
Title (Mr/Mrs/Miss/Ms): <input type="checkbox"/> prefer not to specify	Full name:
Phone number:	File number (if known):
Address:	Email address:

### Are you making this complaint on behalf of another person?

YES (please provide their details in the space below)

Title (Mr/Mrs/Miss/Ms): <input type="checkbox"/> prefer not to specify	Full name:
Phone number:	File number (if known):
Address:	Email address:

### Are you authorised to make this complaint on behalf of this person?

YES (please attach written authority)  NO (please seek written authority before lodging this complaint)

DETAILS OF YOUR COMPLAINT
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Name of staff member: \_\_\_\_\_

Have you tried resolving the matter?  YES  NO

If yes, how? If no, why not?:

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### Please tell us about your complaint. Please include the following:

1. Who was involved?

2. Key dates/events

If you require extra space, please attach a separate page

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How do you want us to help resolve your complaint? (Please note the relevant Principal Lawyer or CEO will contact you regarding actions that we can and cannot take)

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Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**Please send your complaint with all attachments to:**

Fitzroy Legal Service

PO Box 297 Fitzroy, 3065

Email: [enquiries@fitzroy-legal.org.au](mailto:enquiries@fitzroy-legal.org.au)