

09082023

Effective Date:

## **Feedback and Complaints Form**

**Registered Entities: Nautilus Senior College and ACE** 

A staff member can assist you to complete this form if needed.									
Your personal information and details of your complaint will remain confidential.									
However, the information you provide may be provided to external organisations such as the NSW Office of the Children's Guardian, Department of Communities and Justice or NSW Police as required under law.									
Further information about this can be found in the MNCCC Complaints Management Framework Policy and Procedure.									
General information									
Please select fr	om the following:								
Complaint		Compliment		Suggestion		Grievance			
I am/represent	ing:								
student	Service user	caregiver		isitor	staff	Other:			
This is in relation	on to:			•					
Nautilus Senior College Adult and Community Education (ACE)									
	us Campus al Campus	Mid North Coast Community College Ltd							
Contact details	(needed for notification of o	utcome)							
Name									
Address									
Phone									
Email									
How do you pr	efer us to communicate	the outo	ome with you?						
Phone			Meeting	Email	Letter				
What has happened?									
Please set out your	information clearly and briefl	y – you may	attach another piec	e of paper if n	needed.				
Focus on facts – where, when, who. If this is a complaint - have you raised it before, when and who did you speak to and what was the result?									
Mention any steps you have taken to resolve the problem. What is the result you are seeking?									



What has happened? (cont'd)									
OFFICE USE ONLY									
Date form/verbal report received							Time		
Received by									
The way this has been received									
Form handed to staff		erbal, erson		Phone		Emai	l	Letter	
Actions									
Initial triage by/Escalation to/Investigated I	by								
Staff Member	Princip Service		l or CEO Sta Manager		Staff Supervisor/staff member				
Name				l					
Date				Time					
Entered in Feedback and Complaints Regist	er			<u>'</u>					
Name Date									
Complaint/feedback acknowledgement sent by									
Name Da					<i>ι</i> ?				
Resolution – what action was taken by whom, when, how?									
Outcome notification									
Name Date					How				
Outcome notification response from complainant ie Was this satisfactorily resolved?									

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