



Complainant Details	
Date of Complaint:	
<b>Person making the complaint (complainant)</b>	
First Name:	Surname:
<b>Who is this complaint about? (select one)</b>	
Self	
On behalf of someone else – State relationship below e.g. advocate, family, service provider.	
<b>Preferred method of contact (You may select more than one)</b>	
Home Phone:	Work Phone:
Mobile Phone:	Other:
Postal address:	
Email address:	
If you have any special communication needs (e.g. interpreter) please provide details below.	
Complaint Details	
Service Provider:	
Staff Responsible (manager of that service):	
Method of complaint lodged:	
<b>Please describe the complaint</b>	
<b>Please advise the complainant's desired outcome</b>	
<b>Has this previously been raised with a FACS officer? (select one)</b>	
Yes – Please provide details of their name, role (if known) and when below.	
No	
<b>What does the complainant want us to do about their complaint?</b>	

## Our Policy

This form is to be completed in line with the *FACS Community Complaints Policy for Ageing and Disability Direct Services (Revised December 2015)* and the *FACS Community Complaints Guidelines for Ageing and Disability Direct Services (Revised December 2015)*. These documents provide FACS staff with a mechanism to ensure complaints received by FACS are:

- treated in a fair and just manner and
- managed and finalised with an outcome in line with legislation, other FACS policies and service commitments.

## Our Commitment

The NSW Department of Family and Community Services (FACS) is committed providing services which enable people to achieve outcomes that reflect their needs, strengths and goals. To demonstrate our commitment, we have the FACS Service Charter which provides an overview of the:

- standard of service people can expect from us
- how people can help us to deliver the best service and
- what people can do if our services do not meet their expectations.

## Privacy

All efforts are taken to ensure your identity is protected. We handle complaints in a manner that protects your privacy and shared on a needs basis. Consent must be obtained to provide information to a third party or to proceed with an enquiry into a complaint.

Please be aware of instances where FACS is required to report complaints to a third party without the complainant's consent, such as complaints with allegations of criminal behaviour, abuse against a child and other reportable behaviour as defined by the Independent Commission Against Corruption Act (ICAC Act).

## Further information

For further information or suggested improvements to these documents, please contact the Strategic Change Directorate via email at: [ADHC.AllocationsOCE@facs.nsw.gov.au](mailto:ADHC.AllocationsOCE@facs.nsw.gov.au).

### FACS Staff Contact Details

Name:

Contact No:

**Please submit this completed form to your line manager or as per local process.**