

Complaint form



Please sign and date this form

Your signature: _____

Date:/...../.....

Where to send this form

Once you have completed this form, you can:

- email it to: ams@marists.org.au, or
- send it by post to: CEO, Australian Marist Solidarity, at the following address
Office: 142 Frasers Road, Ashgrove Queensland 4060, Australia
Postal: PO Box 273, Ashgrove West Queensland 4060, Australia

Our commitment to you

Our commitment to you is that we will do our best to provide an initial response to you within three working days after we receive your Complaint Form, and to resolve your complaint within 10 working days.

You can also contact us at any time for an update on progress or to provide further information.

Your privacy and confidentiality will be respected at all times. For information on how we deal with your personal information, please see our privacy policy available at <https://www.australianmaristsolidarity.net.au/about-us/policies/>

Office Use Only

Complaint received by: (name of AMS team member) _____

Complaint form completed by: Complainant The AMS team member / / **Date:**

Via Channel: Email Post Phone Online In person Other

Acknowledgement letter sent to Complainant: Yes / No **Complaint escalated to:** **Date:** / /

\\ **Date:** / /