

COMPLAINT FORM



Bedford is committed to providing high quality services and meeting your needs. We value your feedback – including your complaints on how our services and /or supports have not met your needs.

If you wish you can get help from a Support Person / advocate or a member of staff to help you fill in this form.

This form can be emailed to complaints@bedfordgroup.com.au or be given to one of your support staff to be lodged.

Section 1 - Your complaint

Date (that you are making the complaint) .../.../..

Can you please explain your complaint in as much detail as possible. Please include any relevant dates or the names of staff or other people who are involved.

Do you want to remain anonymous (Private) and not provide your name and contact details? Please indicate with a X

No	<input type="checkbox"/>	Please complete your details on the next page.
Yes	<input type="checkbox"/>	Please note that if you choose to be unidentified, this may have an impact on how your feedback is managed because Bedford Management will not be able to obtain more details and will not be able to let you know what actions were taken. If Yes - go to Question 4.

Do you require an interpreter? Please Indicate with an X

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	If Yes, which Language?	<input type="text"/>
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Section 2: Your Personal details

First Name:	
Last Name:	
Postal address:	
Telephone Number:	
Mobile Number:	
Email Address:	
Relationship to client if you are making a complaint on a client's behalf	

Section 3: Complaint made on another person's behalf

Please provide the name of the Bedford client on whose behalf you are completing this form for or are advocating for

First Name:	
Last Name:	

Section 4: Please indicate with an "X" which of Bedford's services your complaint is about

	Supported Employment		Accommodation (SIL)		School Leavers Employment Supports (SLES)
	Community Access		Client Services Representative		Onboarding
	Day Options		Support Coordination		Other
	Plan Management		School to Work		

What would you like to see Bedford do to resolve (fix) your complaint?

Section 5: Keeping in touch about your complaint: Please indicate with an X how you would like us to communicate with you about your complaint

	Telephone		Email
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We will be in touch very soon to discuss your complaint with you.