

Community Accommodation & Support Agency Inc.
Complaint Form – For Public Use Only

If you need assistance to complete this form or wish to discuss your concern prior to lodging your complaint, please phone the **CASA office on 4951 4299 and ask for the Manager.** The content of your discussion will be kept confidential.

Your Details			
First Name/s:		Last Name	
Street Address:		Suburb	
Contact Phone Number (Home, Mobile or both)			
Email			

Please provide a brief description of your complaint

Date	When the incident/s occurred:
Details of Complaint. <i>Include name/s & contact details of witness if they were present when the alleged situation occurred.</i>	
How to lodge this form	(1) Lodge personally at CASA office - Unit 4, 54 Gregory Street Mackay (2) Email to admin@casamackay.org.au
Response Timeframe	<i>A written acknowledgement and/or response will be sent to you by your nominated form (mail/email) as provided above by the 7th working day of the organisation receiving your complaint.</i>

OFFICE USE ONLY

Report received by:		On	/ /
Action completed	/ /	By:	
Signature:		Date:	/ /