



## Have we done something to make you feel unhappy?

We try our best, but sometimes things don't go as planned. If you need to make a complaint, we will take you seriously. We want to be fair, support you, listen to you, only share information with those who need to take action, explain what's happening, investigate, and do everything we can to keep you safe and feeling welcome.

If you need help using this form, call 1300 789 991 (if you are in Australia) or +612 9451 1199 (if you are not in Australia) and ask for our Complaints Handling Officer.

### 1. Tell us about you

First Name \_\_\_\_\_

Last Name \_\_\_\_\_



Address \_\_\_\_\_



Home phone \_\_\_\_\_



Mobile phone \_\_\_\_\_



Email \_\_\_\_\_

### 2. Tell us about your complaint

Who or what are you unhappy with?

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When did it happen?

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**What made you unhappy?**

Tell us what happened.

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**What would make you happy?**

Tell us what you would like to happen.

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**We might need to talk to you about what happened.**

Are you ok with this?

Circle your answer

**Yes**



**No**



Someone else will speak for you.

Name \_\_\_\_\_

Phone number \_\_\_\_\_

You can post or email this form to us. Our contact details are:

Complaints Handling Officer Locked Bag 2200, North Ryde BC NSW 1670 Australia	Email: complaints@baptistworldaid.org.au	Web: <a href="https://baptistworldaid.org.au/">https://baptistworldaid.org.au/</a>	Phone: 1300 789 991 +612 9451 1199
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