

Client Complaint Form



We welcome your complaint because it gives us an opportunity to address the problem and to improve the quality of our service for everyone.

For more information about your rights and alternative ways to make a complaint see our *How to Make a Complaint* brochure.

Your complaint will be treated with fairness, respect and confidentiality. We will respond to you promptly and your complaint will not negatively affect the service you receive.

You can choose the person at TBBCT who you would like to be your key contact regarding this complaint. If there is a particular person you would like to be your key contact address it to them, otherwise please address it to the manager, as per our contact details overleaf.

Date of making complaint

About You

Providing your details is optional. However, if you do so, we will be able to let you know the outcome of your complaint.

First Name

Surname

Address

Phone

Email

About the Situation

Date of incident

Approximate time (optional)

Please describe what happened (write on an extra sheet of paper if necessary)

What outcome would you like to see as a result of this process?

What to do with your Complaint

Post it to our head office:

Private and Confidential

The Manager

Tweed Byron & Ballina Community Transport

Shop 9/14 Middleton Street Byron Bay 2481; or

Email: phil@community-transport.org.au; or

Online: www.community-transport.org.au. You can download a copy of complete and submit this form online or download a copy

Phone: 1300 875 895 if you need assistance or to speak with someone about your complaint.

Office Use Only

Complaint number

Staff member handling complaint

Comments