

# Julia Farr group



## Complaints and Feedback Form

### Your details:

Name: .....

Address: ..... Postcode.....

Preferred daytime phone contact: .....

Email address *(if you have one)*: .....

### If you're providing this complaint or feedback on behalf of an organisation, please complete:

Name of Organisation: .....

Address: ..... Postcode.....

Telephone: ..... Email .....

Your position within the organisation: .....

**Is your complaint or feedback is about your privacy?**     Yes     No

**How would you like us to make contact with you?** *(tick box)*

Phone     Email     Mail

**Tell us your complaint or feedback:**

*It will help us if you can provide as much detail as possible, and how it has affected you. Also let us know if you have previously been in touch with someone at the Julia Farr group about this matter.*

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**Tell us how you think we can improve as a result of your complaint/feedback:**

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**Date:** .....

**Signed:** .....

**Action Taken and Outcome** *(To be completed by Contact Person):*

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**Recommendations for Improvement:**

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**Date Closed:** .....

**Time Taken:** .....

**Signed by Contact Person:** .....

**Signed by CEO:** .....

**Contact names of other agencies which may be able to assist with your complaint or feedback:**

**Health and Community Services Complaints Commissioner (HCSCC)**

Phone: (08) 8226 8666 or Toll Free (country SA) 1800 232 007

Email: [info@hcsccl.sa.gov.au](mailto:info@hcsccl.sa.gov.au)

Web: [www.hcsccl.sa.gov.au/](http://www.hcsccl.sa.gov.au/)

**Office of the Public Advocate**

Phone: (08) 8342 8200 or Toll Free (country SA) 1800 066 969

Email: [opa@agd.sa.gov.au](mailto:opa@agd.sa.gov.au)

Web: [www.opa.sa.gov.au](http://www.opa.sa.gov.au)

**Family Advocacy**

Phone: (02) 9869 0866 or Freecall 1800 620 588

Email: [communications@family-advocacy.com](mailto:communications@family-advocacy.com)

Web: [www.family-advocacy.com/](http://www.family-advocacy.com/)

**Brain Injury Network SA (BINSAs)**

Phone: (08) 8217 7600 or Toll Free (country SA) 1300 733 049

Email: [info@binsa.org](mailto:info@binsa.org)

Web: [www.binsa.org](http://www.binsa.org)

**Citizen Advocacy SA**

Phone: 8410 6644

Email: [office.citizenadvocacy@gmail.com](mailto:office.citizenadvocacy@gmail.com)

Web: [www.citizenadvocacysa.com.au](http://www.citizenadvocacysa.com.au)

**Independent Advocacy SA**

Phone: (08) 8232 6200 or Freecall 1800 999 884

Email: [indepadv@internode.on.net](mailto:indepadv@internode.on.net)

Web: [www.independentadvocacysa.org.au](http://www.independentadvocacysa.org.au)

**Julia Farr group**

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Email: [admin@juliafarr.org.au](mailto:admin@juliafarr.org.au)

Website: [www.juliafarr.org.au](http://www.juliafarr.org.au)