



I have a Concern or Complaint.

You can use this form to write down your concern or complaint



Wallara knows that all concerns and complaints are important.



Wallara will keep your information private.



Wallara will read your complaint and talk to people who can help sort them out.



Wallara will get back to you to talk about your complaint.

If you need help filling out this form, you can ask:



- A staff member you trust



- Someone from your family



- A friend



OFFICE OF THE
PUBLIC ADVOCATE

- A community visitor



- An advocate



Complaint Form – Easy Read Version



Who is making the complaint?



Me



OFFICE OF THE
PUBLIC ADVOCATE

A community visitor



A family member



A friend



An Advocate

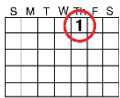


A staff member



Someone else

Your Name:	
Your Address:	
Your telephone number:	
Your email:	



Date of complaint: _____




Complaint Form – Easy Read Version

Have you talked to someone at Wallara about why you are not happy? Yes No



Can we speak to them regarding your complaint? Yes No

Their Name:	
Contact Info: (phone / email)	

What about Wallara are you unhappy with?   



Day service



A Site _____



Accommodation service



Work experience



Wallara Logistics



Staff _____



Other Clients



Something else



Complaint Form – Easy Read Version

Is there anyone else who can tell us more about your complaint and why you are not happy?



Can we speak to them regarding your complaint? Yes No

Their Name:	
Relationship to you:	
Contact Info: (phone / email)	

How would you like the complaint fixed?



What is the best way Wallara can contact you about your complaint?



Telephone



Writing



Email

Please return this form to:

People & Quality Manager
 Wallara Australia Ltd
 160 Bridge road, Keysborough
 Ph – 9767 3333