



RETURN DETAILS – please forward to contact@dassi.com.au or your nearest DASSI office:

Head Office: 582 Heidelberg Road, Fairfield VIC 3078 Phone: 03 9481 2355 Fax: 03 9482 3820

Regional Office Ballarat: 35 Armstrong Street South, Ballarat 3350,
or PO Box 362, Ballarat VIC 3353 Phone: 1300 362 649 Fax: 03 5332 1433

Geelong Site: The Stables, 265 Pakington Street, Newtown 3220,
or PO Box 7173, Geelong West VIC 3218 Phone: 1300 362 649 Fax: 03 5223 1093

DASSI Complaints Report Form

TYPE OF COMPLAINT

<input type="checkbox"/> Communication	<input type="checkbox"/> Human Resources	<input type="checkbox"/> Legislation/Regulation	<input type="checkbox"/> Privacy/Breach of Confidentiality
<input type="checkbox"/> Relationships	<input type="checkbox"/> Service Access	<input type="checkbox"/> Service Provision	<input type="checkbox"/> Service Quality
<input type="checkbox"/> Policy/Procedure	<input type="checkbox"/> Other Issue		

Date:	Time:
Person making complaint:	
Contact details:	

SOURCE OF COMPLAINT

<input type="checkbox"/> Service User	<input type="checkbox"/> Parent/Guardian	<input type="checkbox"/> Family Member
<input type="checkbox"/> Staff Member	<input type="checkbox"/> Professional	<input type="checkbox"/> Other

NATURE OF COMPLAINT

FOLLOW-UP REQUIRED

OUTCOME SOUGHT BY COMPLAINANT

Date completed:	Date listed on complaints register:		
Signed by person dealing with complaint:		Signed by Manager of person dealing with complaint:	

INVESTIGATION OUTCOME AND REQUIRED ACTIONS

Date:	Signed:
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