



# COMPLAINT FORM FOR CHILDREN & YOUNG PEOPLE

St John cares about what happens to you and we're here to help. When you give us feedback or make a complaint, we will try our best to help you. We will always treat you kindly and take your complaint or feedback seriously.

If you need help to fill out this form, you can call us on (02) 6295 377 or contact your state or territory St John on 1300 360 455. You can also email us at [policy@stjohn.org.au](mailto:policy@stjohn.org.au).

It's important to know that there are some problems that St John might need the help of others with. This means that we might need to tell someone about a problem when we think that extra help is needed. We will always do our best to support you if this happens.

We will forward your complaint on to the right person in the right part of St John (like the state or territory that live in), unless you tell us you don't want this to happen. You also have the right to be anonymous or not give your name and contact details to us.

## Tell us about you

First name: .....

Last name: .....



Address: .....



Home phone: .....



Mobile: .....



Email: .....

Circle which way is the best to contact you?  Email  Phone  Post

We might need to talk to you about your problem so we can help. Is this OK? (circle or colour one)



Yes



No



## Tell us about your complaint

What happened? (Need more space? Just attach another piece of paper!)

.....  
.....  
.....  
.....  
.....



When did it happen?

.....  
.....  
.....



Who was there or who was involved?

.....  
.....  
.....

## What will help?



What would make you happy or what would you like to happen?

.....  
.....  
.....  
.....  
.....

You can email or post this form to us at:



**Email:** [policy@stjohn.org.au](mailto:policy@stjohn.org.au)



**Post:** Complaints Manager, St John Ambulance Australia, PO Box 292, Deakin West ACT 2600

## What now?

We will give your complaint to someone in our office, or in another St John office in the right state or territory, that we think can help fix the problem or try to make the problem better. They will look at your complaint very carefully and think about how we can best help you. We might also try to talk to you, if you agreed for us to do this, so that we can find out more about what happened.

Once we think that we have all of the information, we will make a decision. If you aren't happy with our decision, you can ask for your case to be looked at again, and a different person will look at it and make a decision.

Your privacy is important to us. St John collects some personal information from you (like your name and phone number) so we can try to help with your complaint. We won't tell anyone else about this information or use it for any other reason other than for dealing with your complaint, except where we are worried that you (or someone else) are not safe or are being harmed, or might be harmed or become unsafe.

### Office use only

Date received:

By:

Acknowledgment of complaint provided (date):

Complaint sent to Manager (date):

Manager name: