

# Complaints Form

## For Client-Related Complaints

### Our promise to you

We will:

- Respond to your complaint within 7 days,
- Do our best to resolve it within 30 days, or tell you why
- Treat you fairly and respectfully at all times.

*If your complaint is not resolved by LeapFrog ability you may escalate it to an external body depending on the nature of the complaint, e.g. NSW Ombudsman, Anti-Discrimination Board, Office of the Australian Information Commissioner or NSW Police.*

### Instructions

1. Please share your concerns with us by filling out this form.
2. If you want to, ask any of our staff or a support person to help you.
3. Please give this form to any staff member of LeapFrog ability, or send it through via email by clicking the SUBMIT button.

## Your Contact Details

First Name

Last Name

Phone

Email

Address

Post

## Helper Contact Details

First Name

Last Name

Phone

Email

Address

Post

## Complaint Details

What happened?

Where did it happen?

Who did it?

When? (date if possible)

How has this affected you?

Anything else?

## Complaint Details *(continued)*

Have you tried to resolve this? How?

What was the result?

Were you happy about the result?

If not, how would you like this concern to be resolved?

Anything Else?

## Thank you...

*for telling us about your concern. Please give this form to any staff member of LeapFrog ability, or send it through via email by clicking the SUBMIT button.*

## Office use only

**Date**  
complaint received

**Name**  
LeapFrog ability person actioning this complaint

**LeapFrog ability designation actioning this complaint:**

Staff member

CEO/Chairperson

Manager

**Resolution Steps**

Resolution must be within 30 days.

**Recommendations / learning for LeapFrog ability**

**Date**  
Complaint resolved

**Recording:**

Client record updated

Complaints Register updated

ADHC Feedback & Complaints Register updated

*This form &/or the Complaints Register must be made available to FACS upon request.*