



Complaints Feedback Form

Privacy and Confidentiality: The information you provide will be used to assess and respond to your complaint. Information may be shared with relevant authorities if required by law or if there are concerns about the safety or wellbeing of a child.

Family Bridge Australia welcomes feedback and complaints as an important way to improve the quality and safety of our Children’s Contact Service. Complaints may be made verbally or in writing and can be submitted by clients, referrers, staff or other stakeholders through phone, email or an online form. All complaints are managed fairly, respectfully and confidentially, without disadvantage to the person raising the concern. Each complaint is recorded in a confidential Complaints Register, reviewed by management, and addressed in a timely manner to support resolution and continuous service improvement. If a person is not satisfied with the response provided, they may be advised of appropriate external options for further review.

CONTACT DETAILS

Name: _____ Date: _____
Phone Number: _____ Email: _____
Address: _____
City: _____ State: _____ Post Code: _____
Gender: _____ Preferred Contact Method: _____
Relationship to the child/children: _____

CHILD / CHILDREN DETAILS

Child 1: Full Name: _____ DOB: _____
Child 2: Full Name: _____ DOB: _____
Child 3: Full Name: _____ DOB: _____

PERSON THE COMPLAINT IS ABOUT IF APPLICABLE

Staff member Parent / Client Volunteer Other: _____

SERVICE DETAILS: WHICH SERVICE DOES YOUR COMPLAINT RELATE TO?

Supervised contact visits Supervised changeover Child Familiarisation Session
 Virtual Visitation Home Assessment Staff Conduct Safety Concern Administration
 Other: _____

INCIDENT DETAILS

Date(s) of Incident: _____

Location(s) of Incident: _____

SUPPORTING EVIDENCE: PLEASE LIST SUPPORTING DOCUMENTS OR

Emails Text Messages Photos Reports Court Orders
 Other: _____

DETAILS OF COMPLAINT

Please describe what happened and include:

1. What happened
2. When and where the incident occurred
3. Any witnesses involved
4. Any concerns regarding child safety

ACTION ALREADY TAKEN

Have raised this concern with our service previously? Yes No

If yes, please detail:

OUTCOME YOU ARE SEEKING

What would you like to happen as a result of this complaint?

- Explanation Apology Service Improvement Staff review or investigation
 Change to arrangements
 Other:

Details:

LEGAL REPRESENTATION (if applicable)

Does this complaint involve concern about the safety or wellbeing of the child?

- Yes No **Note: Our service may be legally required to report certain concerns to authorities.**

If Yes, please detail:

DECLARATION

I confirm that the information provided is true and accurate to the best of my knowledge.

Full Name:

Date:

Signature:

Completed form to be submitted via email to info@familybridgeaustralia.com