



FILIPINO COMMUNITY COUNCIL OF VICTORIA INC.

Umbrella Body of Filipino-Australian Organisations in Victoria
 Philippine-Australian Multipurpose Centre, 93 Cowper Street, Footscray, Victoria, Australia 3011
 P.O. Box 2203, Footscray, Victoria, Australia 3011
 Telephone: (03) 9687 9011 Facsimile: (03) 9687 9120 ABN 85 228 524 551
 Website: www.fccvi.org.au Email: centre.manager@fccvi.org.au

Complaints and Feedback Form

| | |
|--|---|
| Date: | Name: (optional) |
| This is a: <input type="checkbox"/> Complaint <input type="checkbox"/> Compliment <input type="checkbox"/> Comment | Contact Details (optional if you would like us To follow up with you) |
| Please note: You do not have to tell us your name and contact details. However, without this information we will not be able to tell you about the action we have taken on your suggestion. | |
| I am a: <input type="checkbox"/> Care recipient <input type="checkbox"/> Family member <input type="checkbox"/> Representative <input type="checkbox"/> Staff member <input type="checkbox"/> Staff member on behalf of care recipient <input type="checkbox"/> Other : | |
| Please tell us about your concern: | |
| Thank you for helping us improve our services! | |
| Date: | Person authorising: |
| Review due date: | |

Reported to:

Date reported:

Action required:

Action to be completed by:

Describe action taken (include dates):

Describe Outcome (include dates):

Note further action required (if applicable):

Date entered on QI Plan:

Date:

Person authorising:

Review due date: