



Feedback and Complaints Form

Asylum Seekers Centre (ASC) is committed to fostering open communication and welcomes feedback and complaints. It is important for us to hear information that can be used by us to improve our service delivery.

If you need help completing this form, please contact us on (02) 9078 1900 or see the information below:

Interpreting services for people using our services who do not speak English: Translating and Interpreting Services (TIS) Ph: 12 14 50		
For people with hearing or speech impairment:		
National Relay Services (NRS) Calls	TTY/Voice	Ph: 133 677
	Speak and Listen	Ph: 1300 557 727
	SMS Relay	Ph: 0423 677 767

I would like to:			
☐ Talk to someone about my feedback/complaint		☐ Submit written feedback/complaint	
<i>Please complete Section 1 below only and return this form to us.</i>		<i>Please complete all sections below and return to us.</i>	
What is your relationship to ASC?			
☐ Person using services	☐ Supporter (volunteer / donor)	☐ Person from the community	☐ Other

Section 1: Your details			
Title			
First name		Surname	
Phone Number		Email	

Under 18 years of age?	☐ Yes ☐ No	If you are under 18, how old are you?
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Section 2: Complaint/Feedback Details - what would you like to tell us?
Empty space for complaint details
What is your expected outcome?
Empty space for expected outcome

Signature:		Date:	

Where to send your form once it is completed:

- By mail to: Human Resources, Becher House, 43 Bedford St, Newtown NSW 2042
- By email: feedback@asylumseekerscentre.org.au
- In person: By attending our office at Newtown and handing your form to Reception.

What happens once we receive your complaint or feedback?

We will contact you within two (2) business days of receiving your form and talk about how we can resolve or address your complaint or feedback.