

1.10 FORM: COMPLAINT OR FEEDBACK FORM

Section 1: Your Details

Name	
Contact phone number	
Email address	
Postal address (if you would like a written response mailed to you, rather than email)	
Your relationship to Novo Education Space	<input type="checkbox"/> Student <input type="checkbox"/> Parent/Caregiver <input type="checkbox"/> Staff Member (paid or unpaid) <input type="checkbox"/> Contractor/External service provider <input type="checkbox"/> Other Please specify:

Alternatively, complaints can be made or feedback can be provided anonymously, in which case we will not be able to respond directly to you. Your complaint or feedback will still be reviewed and actioned if there is enough information available for us to do so.

I wish to remain anonymous

Section 2: Your complaint or feedback

Please provide as much information as possible. If you need more space, please attach additional pages.

Section 3: Actions taken so far

Please provide any information you have about anything you have already done to try and resolve the issue.

How to submit your form

Hand it to a member of staff at Novo Education Space; or

Email a copy to novo@novo.nsw.edu.au; or

Post to "Private & Confidential" Novo Education Space, PO Box 1472 Wollongong NSW 2500 (use this option if you wish to remain anonymous)

Your complaint and feedback is very important to us and we will make every effort to resolve the issue as soon as possible, following our Complaints and Grievances policy and procedures.