

**Merri Outreach Support Service
Consumer Feedback / Complaint Form**

This form should be used to document positive and negative feedback to improve the performance of MOSS and to document formal and informal consumer complaints.

The following document relates to a (please select one from the options below):

- feedback**
- informal complaint**
- formal complaint**

Date: / /201...

Name of Consumer: _____

Contact details: Phone:

Address:

Details of the complaint: _____

What would you like to see happen?

Please forward to: Tony Littman, Operations Manager, MOSS, 22 Lakeside Drive, Broadmeadows 3047 or email: Management @merri.org.au

OFFICE USE:

Worker who took details of the feedback / complaint: _____ Date: / /

Additional information and recommendations:

Manager notified (name, date and time):

Attach Investigation Form (for formal complaints only)

Feedback to consumer:

_____ Date: / /