



Complaints / Feedback Form

MDAA believes it is okay to complain and give feedback about the way we do things. This helps MDAA to become a better service. You can use this form to write down your complaint or feedback.

MDAA will contact you within 15 working days to let you know what has happened to your complaint or feedback.

If you would like help filling out the form or if you would prefer to talk to someone instead, please contact the office on: 02 9891 6400.

Date of Complaint/Feedback:

Complaint/Feedback made by:

Complaint/Feedback made via (please tick one):

- Telephone
- Letter (attached)
- Email (attached)
- In person
- Other

Your Contact Details:

If you want MDAA to contact you to let you know what has happened to your complaint or feedback, please fill out your contact details below

Your Name:

Address:

Phone:.....

What is the best way to contact you?.....

Date:

Signed:.....

What is the complaint or feedback (If you need more space to write, please attach more sheets to this page)?

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What action would you like MDAA to take? How do you think this problem can be fixed?

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Office Use Only:	Ref/ID No:
.....	
Feedback /Complaint taken by:	
.....	
Action required?	<input type="checkbox"/> No
	<input type="checkbox"/> Yes (If yes, MDAA contact to fill out Complaints / Feedback Action Summary Sheet)



Complaints / Feedback Action Summary Sheet

ID/Ref No:

Date		
MDAA Contact		
Action Taken:	Who By	When By
Has complainant been informed of action/s taken?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments:		
<input type="checkbox"/> I am satisfied with the resolution of my complaint		
<input type="checkbox"/> I am not satisfied with the resolution of the complaint.		
<input type="checkbox"/> I have been informed of the other option for resolution.		
Signature of the Complainant _____		Date: _____
Closure Date:		

Follow-up Action required?

Does resolution of the complaint require MDAA to change its policies and procedures or work practice? OR

Does the complaint raise a systemic issue?

- Yes, changes to MDAA policies and procedures
- Yes changes to work practice
- Yes, systemic issue
- No

Summary of changes required

Policy, Practice or systemic issue requiring action:

Summary of Changes Required	Who by:	When by:

Office Use Only:
Date Introduced: 1998
Date/s Modified: Jul 2005, Aug 2011, Dec 2012, Feb 2013, June 2017
Last Reviewed on: April 2020
Signed off by: MDAA Chairperson
Review Due: April 2022