

COMPLAINANT DETAILS

Title

☐

Miss

☐

Ms

☐

Mrs

☐

Mr

☐

Other

First name

Last Name

OFFICE USE ONLY

Reference No.

Email address

Phone

NATURE OF COMPLAINT

☐

Adoptions

☐

Foster care

☐

Pound

☐

Customer service

☐

Fundraising

☐

Retail & Society Stores

☐

Dog training

☐

Inspectorate

☐

Volunteering

☐

Events

☐

Media

☐

Wills & bequests

☐

Other *Please specify*

DETAILS OF INCIDENT

Date of incident

Person/s involved

Time of incident (approximately)

Provide a detailed description of the incident and preceding events (attach a separate sheet if more space is required)

DECLARATION

I acknowledge that I have been able to access a copy of the RSPCA WA *Public Complaints Management Procedure*. I have read and understand the procedure. I declare that the information provided by me is accurate, based on my knowledge of the incident.

Name

Date

Signature

When complete please send this form to **RSPCA WA Complaints Officer** by:

POST PO Box 3147, Malaga WA 6944 **EMAIL** complaints.officer@rspcawa.org.au

Please refer to the *Public Complaints Management Procedure* for information on how RSPCA WA processes formal complaints.

Your privacy is important to us. By providing your details to RSPCA WA, you are agreeing to receive related communications from us. All personal information which you provide to us will be subject to our Privacy Policy, which is available at rspcawa.org.au. You can opt out of receiving communications from RSPCA WA at any time by calling (08) 9209 9300 or emailing privacy@rspcawa.org.au.

OFFICE USE ONLY

Date and time received by RSPCA WA

Deadline for response to Complainant

Date received by Complaints Officer

Date recorded in Complaints Register

Date receipt sent to Complainant

Date forwarded to Responsible Manager

OFFICE USE ONLY

RSPCA WA RESPONSIBLE MANAGER

Description of actions taken

Recommendation for resolution

RSPCA WA Responsible Manager's approval for closure of complaint

Name and position

Date

Signature

RSPCA WA COMPLAINTS OFFICER

Date actions lodged in Complaints Register

Date of final review by Chief Executive Officer

Date response letter sent to Complainant

Where Complainant is not satisfied, date elevated to Chief Executive Officer

RSPCA WA Complaints Officer's approval for closure of complaint

Name

Date

Signature