

## COMPLAINT & FEEDBACK FORM

**Please be assured that all information is strictly confidential.**

If you feel unsure about anything or would like help to complete this form, please speak to a Team Member or one of the Leadership Team.

We encourage you to make your complaint or provide feedback in writing and will endeavour to respond as soon as possible.

### Personal details

The information provided below will be used to contact you. Only provide the contact details that you wish to be contacted on.

Name: Mr/Mrs/Miss/Ms \_\_\_\_\_

Postal Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Email: \_\_\_\_\_

Phone No: \_\_\_\_\_ Mobile: \_\_\_\_\_

### Details of the complaint

Is the complaint or feedback related to:

- |                          |                         |                          |              |
|--------------------------|-------------------------|--------------------------|--------------|
| <input type="checkbox"/> | Team Member of Kieser   | <input type="checkbox"/> | Volunteer of |
| <input type="checkbox"/> | Kieser Service delivery | <input type="checkbox"/> | Specific     |
- incident

### What happened?

**Where it happened?**

**When it happened?** (Include date if possible)

**Who was involved?** (List all persons involved and witnesses if applicable)

**Did someone witness the incident? Would they be willing to be contacted regarding your complaint? If so, provide the name and contact details.** (Inform the witness that they may be contacted by Kieser to discuss the matter.)

**Any other relevant details:**

**Have you discussed the matter with the person/s involved?**

Yes       No

**If yes, what was the outcome, if any?**

**If no, is there any reason/s that you cannot do so?**

**How would you like to see your complaint resolved? What action would you like Kieser to take to resolve your complaint and/or feedback?**

**Additional information/supporting documentation**

Please attach copies (not the original) of any documents that may help us to handle the complaint and/or feedback, e.g. if you have letters, emails, faxes or records of conversations you have had with the person/s associated with the complaint.

To help us resolve this matter as fast as we can, please ensure your contact details are kept up to date. If any of your details change please let us know as soon as you can.

Please sign and date this form.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_