



Northern Settlement Services Ltd

Management Systems: Form

Document Title	Feedback and Complaints Form
Document Identifier	MGT-FRM-061

At Northern Settlement Services Ltd (NSS) we value your feedback.

We want to hear from you. Your feedback, compliments, and complaints are important.

Everything you tell us helps NSS improve what we do. What you tell us helps us correct things when they go wrong, and what you say helps us change when we don't meet your expectations.

Please use this form to give us your feedback or make a complaint.

- You can give this form to staff at reception
- You can post it to PO Box 357, Hamilton NSW 2303
- Or you can email it to nss@nsservices.com.au

About me	
My name	
How to contact me	
Your phone number or email or postal address is needed so that we can contact you for more information or to tell you what we have done with your feedback or complaint	

Fill in this box if you are giving feedback or making a complaint on behalf of someone else	
Your name	
The name of the person	
What is your relationship to that person?	
Does the person know you are providing this feedback/complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the person consent to you providing this feedback/complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No

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My feedback (a compliment, feedback, suggestion, or complaint)

Provide some details to help us understand your concerns. Tell us what happened, when it happened, where it happened and who was involved, and the names of people who also saw it happen.
Or tell us about a decision made by NSS that you are unhappy with.

What I would like to happen (the outcome you are seeking)

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