

Complaint Form

Do you have a complaint about Goulburn Valley Libraries?
Please complete this form and send it to:

CEO
Goulburn Valley Libraries
PO BOX 632
Shepparton VIC 3630

You are encouraged to lodge a written complaint so we have the opportunity to investigate the matter and respond to your complaint.

Nature of Complaint - *What aspect of our service are you unhappy with - (e.g. collection, catalogue, hours, staff, equipment, other?)*

Have you raised this issue with us before? Yes No

If yes, please advise the name of the staff member/s you spoke to, and why you are still dissatisfied. Use a separate sheet if necessary. Please attach any documentation you have received from Goulburn Valley Libraries regarding your original complaint.

If no, please tell us WHAT happened, WHO was involved, and WHEN and WHERE it happened.

Attach a separate sheet if necessary.

Doc Name: Complaint Form

Prepared By: Kevin Preece

Status: Adopted

Review Date:

Issue Date 14/8/2015

Approved By: Kevin Preece

Contact Details - Please provide contact details so we can formally respond, or discuss the matter further. Anonymous complaints will not be dealt with under this process. If you are lodging this complaint on behalf of someone else, please also provide their details.

Are you the person affected by the issue being complained about? Yes No
If yes, please complete your contact details here...

Person Lodging Complaint - Surname:

Title: First Name/s: Member Number:

Address:

Postcode:

Telephone (bh): Mobile:

Email:

If no, please state your relationship to the affected person:

Person Affected By the Issue – Surname

Title: First Name/s: Borrower Number:

Address:

Postcode:

Telephone (bh): Mobile:

Email:

Thank you for bringing this matter to our attention.

We take complaints seriously, and we will contact you within seven working days of receiving this complaint. Your information will be treated confidentially and with adherence to the requirements in the Privacy Act.