



## NEPIR COMPLAINTS AND FEEDBACK FORM

If you wish to make a complaint about any aspect of New England Partners in Recovery, please either:

- Fill out this form and email it to [nepir@richmondpra.org.au](mailto:nepir@richmondpra.org.au).
- Contact the NEPIR team by phone 1300 782 332.

<b>Your name</b>	
<b>Your role/organisation</b>	
<b>Your contact details</b>	<i>We may need to contact you to get further details of your complaint and/or to advise you of the outcome. Please indicate your preferred contact method.</i> <b>Phone:</b> <b>Email address:</b> <b>Postal address:</b>
<b>What would you like to complain about or provide feedback on?</b>	<i>Please provide details of your complaint, compliment or suggestion. It could relate to any aspect of New England Partners in Recovery (NEPIR) or its delivery, including a decision, an action, a failure to act or behaviour of a NEPIR staff member. Please be as clear as possible to enable us to address your complaint.</i>
<b>What action or outcome are you seeking?</b>	<i>Please tell us the outcome you are seeking (if known) to enable us to effectively respond to your complaint, compliment or suggestions.</i>

*Please note: We take complaints and feedback seriously. We aim to respond to all complaints and feedback within 28 days of receiving this form. We will contact you if it will not be addressed within that time period.*

*Thank you for taking the time to provide your feedback.*