## **APPENDIX A - CSO Funding Pool Complaint Form**

## Before lodging a complaint

Before lodging a complaint with the CSO Funding Pool Administration Agency (the Agency), it may be useful to contact the Agency toll free in VIC on 1300 309 213 to discuss your complaint or seek assistance.

Complaints can be lodged with the Agency in writing, either electronically or in hard copy, to the following address:

Email: admin@csoagency.com.au

Fax: 03 9639 4459

Post: Complaints Officer CSO Funding Pool Administration Agency

Locked Bag 32005 Collins St East, VIC 8003

## I want to lodge a formal complaint with the CSO Funding Pool Administration Agency Yes No

My details are:			
Mr/Mrs/Ms (other)	First Name:	Last Name:	
Address:			
Postcode:State:			
Telephone: (business hours)_			
Mobile:	Fax:	Email address:	
I am lodging this complaint on		(go to page 2 of the form) npany or person (complete the de	etails below)
Details of the company of you wish to complain ab		affected by the actions or s	service that
Mr/Mrs/Ms (other)	First Name	Last Name:	
Or company name:			
Address:			
Postcode:State:	_		
Telephone: (business hours)_			
Mobile:	Fax:		
Email address:			
Is the person or company awa	re you are making this c	omplaint?	Yes No

My relationship with the company or person is (for example shareholder, director, business partner, family member):

I want	to complain about:			
	The CSO Funding Pool Administration Agency			
	The NDSS Administrator's administration of payments for NDSS distribution services			
	CSO Distributor One			
CSO	Distributor Name:			
CSO	Distributor contact details (if known):			
	CSO Distributor Two			
CSO	Distributor Name:			
CSO Distributor contact details (if known):				
	re are more CSO Distributors you want to complain about please attach their details on a rate piece of paper to the back of this form.			
	Another aspect of the CSO Funding Pool			
Use t it hap (attac	the space below to provide details of your complaint. It is useful to include what happened, when pened and who was involved. Include as much supporting information and evidence as you can hany relevant documents you have to the back of this form). If you need more space, please in a separate piece of paper to the back of this form.			
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The main issues I am concerned about are:		
As a result of my complaint I want:		
Where this complaint is against a CSO Distributor, have you approache Distributor about this complaint?  If yes, what was the outcome?	ed the ( Yes	CSO No
Have you complained to another organisation about the same matter?  If yes. please give details.	Yes	No
The Agency will send details of this complaint to any CSO Distributor/s identified in your complaint asking them to provide a response to the A		
I agree that my identity can be released for this purpose - You do not have to agree to the release of your identity.	Yes	No
I agree that a copy of my complaint can be released for this purpose?	Yes	No
You do not have to agree to release a copy of this complaint. If you select 'No', you need below any information in this form that you do not want released to the subject of the compour name, others names, other details about the complaint).		
Signature:		
Date:		