

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 behalf of: **Myself** _____ (go to page 2 of the form)

Another company or person (complete the details below)

Details of the company or person who was affected by the actions or service that you wish to complain about are:

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 aware you are making this complaint?

Yes No

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

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 approached the CSO Distributor about this complaint? Yes No

If yes, what was the outcome?

Have you complained to another organisation about the same matter? Yes No

If yes, please give details.

The Agency will send details of this complaint to any CSO Distributor/s you have identified in your complaint asking them to provide a response to the Agency.

I agree that my identity can be released for this purpose - Yes No

You do not have to agree to the release of your identity.

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 to advise below any information in this form that you do not want released to the subject of the complaint (eg your name, others names, other details about the complaint).

Signature: _____

Date: _____