



The Financial Counsellors Resource Project is committed to ensuring that it gives its clients the best possible service.

Clients have the right to make a complaint when services are not of the agreed standard. If you want to make a complaint you may do so by completing the attached form, and either email to us, fax, post or alternatively call us on 9221 9411 and ask to speak to the coordinator, who will take all of the details from you by phone

What happens if I make a complaint?

- When a complaint is received it will go straight to the designated complaints officer.
- The complaints officer will ensure that all complaints are recorded and action plans are implemented to address the complaint.
- We will write to you within 30 days of receiving the complaint. This response will give reasons for reaching a particular decision and refer to appropriate policy and procedures of the organisation. and
- where possible we will give you a list of other agencies should you wish to complain to an external organisation

All formal complaints received go to the Management Committee of the Financial Counsellors Resource Project at the next available meeting time.

Please be assured that all information provided by you is treated with the utmost confidentiality

NOTE: We welcome your comments and feedback at any time but ask that this form is used only for complaints.

COMPLAINTS FORM

Your NAME:

Your CONTACT DETAILS: (please include both a contact address and contact phone number)

A Summary of your complaint. (please attach extra sheets if necessary)

Other relevant information

What is your expected outcome?

Complete this form and post to:

The Coordinator

Financial Counsellors Resource Project

33 Moore Street

East Perth

WA 6004

Or Fax to 9221 9422

Or Email to fcrp@fcrp.org.au

Or you can call on 9221 9411 and ask to speak to the coordinator