

FEEDBACK AND COMPLAINTS FORM

BCLS is committed to providing high quality services and meeting your needs. We value your feedback – including complaints.

Please let us know what we do well and where we can improve our services.

What is your relationship with BCLS?

- Client
- Former client
- Family of client
- Friend of client
- Other (please specify) [Click or tap here to enter text.](#)

Is your feedback a compliment, suggestion for improvement or complaint?

- Compliment
- Improvement
- Complaint

Do you require an interpreter?

- No Yes [Language](#) [Click or tap here to enter text.](#)

Personal details (OPTIONAL)

If you would like us to get back to you personally, please provide your name and contact number or email:

Name:	
Contact number:	
Email address:	

Feedback details

Please provide details of your feedback.

Thank you for taking the time to provide feedback about our service.

You can submit your feedback or complaint via email to bcls@barwoncls.org.au or by mailing your feedback form to:

Administration Officer
Barwon Community Legal Service
PO Box 571
Belmont VIC 3216

The Administration Officer will be responsible for receiving this correspondence and directing it to the appropriate person.