**Trust for Nature Public Complaint Form**

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| **Contact Details** |
| **Name:** Mr/Mrs/Miss/Ms/Dr (please circle)Surname: …………………………………………………………………………………………………First Name: ……………………………………………………………………………………………….. |
| **Mailing address:**……………………………………………………………………………………………………………………………………………………………………………………………………………………………… |
| **Email address:**……………………………………………………………………………………………………………… |
| **Contact phone number during business hours:**……………………………………………………………………………………………………………… |
| **Details of Complaint** |
| **Please provide a summary of your complaint.** We need to know:* What happened
* When it happened (include e dates)
* Who was involved
* How and when you found out about it
* Any other relevant details. (Attach an additional sheet if required)

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| **How would you like to see the complaint resolved?**  |
| Please tick one or more of the following:* An apology
* Information to be changed or corrected
* Technical issues to be rectified
* An explanation of a Trust for Nature process
* My dealings with Trust for Nature to be prioritised
* Staff performance issues to be addressed
* Other (please provide details): ………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………
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| **Documents** |
| Please provide copies (not the originals) of any documents that may help us to consider your complaint (for example, any correspondence or written records of conversations). |
| **Please sign and date this form** |
| **Signature:** | **Date:** |
| **Send the completed form to:** |
| Public Complaints OfficerTrust for NatureLevel 5/379 Collins StreetMelbourne VIC 3000  | **or email to**: trustfornature@tfn.org.au |