**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)   ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………… | |
| **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): ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………… | |
| **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 Officer  Trust for Nature  Level 5/379 Collins Street  Melbourne VIC 3000 | **or email to**: [trustfornature@tfn.org.au](mailto:trustfornature@tfn.org.au) |