

COMPLAINTS FORM

Feedback from service users is important in ensuring that Northern Sydney Community Connect Transport Group are continuing to meet your needs and planning appropriate services.

Your feedback regarding services provided by either Stryder or Community Connect Transport may be made verbally to your driver / written on this form & handed to the driver or posted to us.

You are also welcome to phone or write to:

Head of Client Services

By Mail: Community Connect Transport, PO Box 846 Crows Nest NSW 1585

Phone: 02 9490 9500

Email: info@communityconnect.org.au

☐ Stryder ☐ Community Connect

Date Today:	Date of Event:	Time of Event:
Location of event (if relevant):		
Your Name:		Contact No:
Name of Carer/ Advocate (if applicable or required) and contact phone number:		
Address/ Email where we can send information on the progress or outcome of the event:		

Please describe your complaint:

How would you like to see this resolved?

Office use:

Escalated to Manager by:	(CCT Staff Name)	Date Escalated:	
Received by Manager:	(CCT Manager Name)	Date Received:	