

LUG South Complaints Form

Please use this form to raise a complaint with LUG South. Provide as much detail as possible so the matter can be reviewed fairly, promptly, and confidentially.

1. Complainant Details

Full name	
Preferred contact number	
Email address	
Postal address	
Relationship to LUG South Member / Parent or caregiver / Volunteer / Visitor / Other	
Preferred method of contact	Phone / Email / Other:

2. Complaint Details

Date complaint submitted	
Date of incident or issue	
Time of incident or issue	
Location	
Person or group the complaint relates to	
Have you raised this issue with anyone already?	Yes / No If yes, please provide details:

3. Description of Complaint

Please describe what happened, including relevant dates, places, people involved, and any steps already taken to try to resolve the matter.

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4. Desired Outcome

Please tell us what you would like to happen as a result of this complaint. For example, this may include an explanation, apology, change in process, further discussion, or another practical resolution.

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5. Supporting Information

Are there any witnesses?	Yes / No If yes, please provide names and contact details if known:
Are supporting documents attached?	Yes / No Examples: emails, messages, photos, notes, meeting records, or other relevant material.
Do you require any support or assistance to participate in the complaints process?	Yes / No If yes, please describe:

6. Privacy and Consent

LUG South will use the information provided in this form to assess, manage, and respond to the complaint. Information will be handled confidentially where possible, but may need to be shared with relevant people so the matter can be fairly considered. Please do not include information that is not relevant to the complaint.

I confirm that the information provided is true and accurate to the best of my knowledge.	Yes / No
I understand that LUG South may contact me for more information.	Yes / No
Signature	
Date	

7. Office Use Only

Complaint received by	
Date received	
Reference number	
Initial action taken	
Assigned to	
Outcome / resolution	
Date closed	