



## Feedback, Complaints and Compliments Form

<b>Name:</b>	
<b>Address :</b> <i>(optional unless post is the preferred contact method)</i>	
<b>Email:</b> <i>(optional unless email is the preferred contact method)</i>	
<b>Contact No:</b> <i>(optional unless phone is the preferred contact method)</i>	
<b>Please circle (or bold) your preferred contact method:</b>	Post / Email / Phone

<b>Please circle (or bold) your reason for contacting us:</b>	Feedback / Complaint / Compliment
<b>Please provide details of your feedback / complaint / compliment:</b>	

<b>If you have a complaint, has this issue been raised previously? If yes, please indicate when.</b>	
<b>What outcome (if any) are you seeking?</b>	
<b>Do you require an interpreter (please circle or bold)?</b>	Yes / No  If yes, which language: _____
<b>Is there any other relevant information you wish to provide?</b>	

.....

...../...../.....

Signature

Date

***Please email or post the completed form to State Records via the contact details listed above or hand this form to a staff member in the Research Centre.***

**SRSA Staff Use Only**

<b>FCC recorded by:RecFind Number</b>	_____
<b>Date:</b>	

## Privacy Statement

This statement outlines our practices in the collection, storage use and disclosure of personal information relating to Feedback, Complaints or Compliments provided to State Records of South Australia.

This statement has been developed to assist State Records to comply with the South Australian Government's Information Privacy Principle Instruction (IPPI).

We will only collect the personal information necessary to manage and respond to any feedback, complaints or compliments received. The personal information we collect will generally be limited to your:

- name
- postal address
- phone number
- email address
- agency (for State Government employees)
- details of the feedback being provided
- response and resolution to your feedback, complaint or compliment.

Any personal information you provide us will be stored in our databases in South Australia. We will take reasonable steps to ensure the personal information we collect is stored securely and is not misused. Access to personal information held in our databases, electronic and paper files is restricted to relevant State Records personnel and only accessed where necessary.

If you wish to remain anonymous when providing feedback, complaints or compliments you may do so; however you will not be contacted regarding any response or resolution to your feedback, complaint or compliment.