

Feedback, Complaints and Compliments Form

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|-----------------|--|
| Name: | |
| Address: | |
| Email: | |

Please only complete the contact information for your preferred method of contact

| | |
|---------------------------------------|-----------------------------------|
| Your reason for contacting us: | Feedback / Complaint / Compliment |
| Details: | |

If you have a complaint, has this issue been raised previously? yes no

If yes, please indicate when the complaint was raised:

| |
|---------------------------------------|
| What outcome are you seeking, if any? |
|---------------------------------------|

Do you require an interpreter? yes no

Is there any other information you wish to provide?

Signature:

Date:

Please email this form to us at staterecords@sa.gov.au, post it to GPO Box 464 Adelaide SA 5001, or give it to a staff member in the Research Centre.

State Records use only

FCC recorded by:

Ref:

Date received:

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 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.

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