

The Lakes Church Complaints Form

1. Personal Information (Optional)

Providing your personal information is optional. However, if you wish to receive a response or follow-up, please provide your contact details below.

- Full Name: _____
- Email Address: _____
- Phone Number: _____
- I am a:
- Visitor/Member of the Public
 - Partner at Church
 - Staff Member
 - Other

2. Description and Details of the Complaint (please write over the page if required)

Outline your complaint providing as much information as possible (including dates) to help us consider necessary action

3. Immediate Action

- I just wanted to let you know, I don't need or want any action or follow up
- I expect action would be taken, but I don't need to know the outcome
- I would like someone to contact me about my feedback or complaint and my preferred method of contact is: phone or email

Other _____

4. Confidentiality and Privacy

We respect your privacy. The information you provide will be kept confidential and used only to address the matter at hand. You will be contacted in accordance with the preferences you indicated above.

- I consent to my complaint being reviewed and addressed by church leadership.
- I understand that my information will be kept confidential.

Date of Complaint: _____

Please return this form to:

- **In-person:** Submit at the church office
- **By Mail:** Send to the church address (6 Pioneer Avenue Tuggerah 2259)
- **By Email:** geoff.hynd@thelakes.net.au or secretary@thelakes.net.au