

Feedback & Complaints

You have a right to complain about our service.
It's ok to complain.

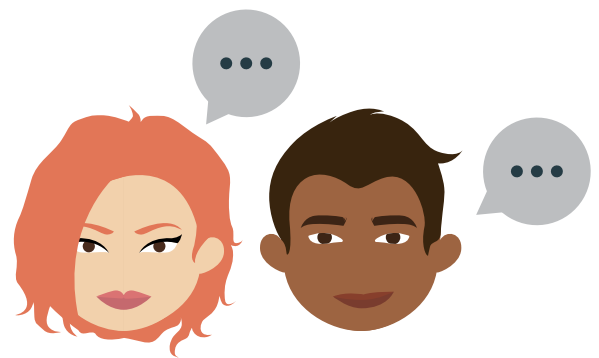
When things go wrong, we can learn from our mistakes and make the service better;

- You can tell someone a complaint
- You can write a complaint or use a complaint form
- You can draw a picture of what went wrong
- Use any type of communication that suits you



People who support you can help you to complain. This means your family, friends or other people can complain for you.

- Only people who try to fix the problem will be told about your complaint.
- We will be honest and fair.
- We will try to fix the problem quickly.
- We will tell you what we did to try and fix your complaint.



Complaint form

When you make a complaint we will try to help you, be kind to you and tell you how long it will take. If you need help when using this form, you can call Key Assets on **1800 932 273**.

Tell us about yourself

First name: _____

Last name: _____

What State do you live in?: _____

We might need to talk to you to help fix your problem.

Are you okay with this? (Circle your answer)

  Yes   No

How can we contact you? Please write your details below.



Phone: _____



Email: _____

Tell us about your complaint. Who or what are you unhappy with?

When did it happen?





What made you unhappy?
Tell us what happened or what you didn't like.



What would make you happy?
Tell us what you would like to happen.

You can send your feedback
by using any of the below:



feedback@keyassets.com.au



www.keyassets.com.au



Hand it to a Key Assets worker