

We are committed to communicating openly and honestly and welcome any feedback you may have about our services as it helps us to understand how we can improve.

**To share your feedback, please complete the form below and return**

to: Email: [complaints@ccsgroup.com.au](mailto:complaints@ccsgroup.com.au)

Mail: Level 4, 10 Park Road, Hurstville NSW 2220

\* Indicates mandatory fields

### 1. Your details:

\* Title

\* First Name

\* Surname

\* Date of Birth

\* Reference Number

\* Postal Address

State

Postcode

\* Preferred contact number

\* Email

\* Preferred contact method

Email

Phone

### 2. Authorised representative

Only complete this section if you choose someone to act on your behalf in dealing with us.

Title

First Name

Surname

Organisation name (if applicable)

Relationship to you

Postal address

State

Postcode

Preferred contact number

Email

### 3. Feedback details

\* Type of feedback  Compliment  Suggestion  Complaint

\* What is your feedback about?

### 4. How can we help?

This section is completed for complaints only

Have you previously raised this issue with us?

Provide as many details as you can such as reference number and method of contact.

What do you think is a fair and reasonable outcome for your complaint?

Attach a copy of any supporting documents that will assist our investigation of your complaint.