

Complaint Form

For complaints, concerns or feedback about Glenfield Community Centre



Use this form to tell us about a complaint or concern. We will handle your information in line with the Complaints and Feedback Policy and our privacy requirements. If there is immediate danger or a serious emergency, call 111 first.

1. Your details

Name

Organisation / group, if relevant

Phone

Email

Postal address, if you prefer written contact

Preferred contact method

Email Phone Post No preference

Representative or support person, if any

Representative contact details, if relevant

2. About your complaint

What best describes this matter?

Complaint Concern Feedback Compliment

Your connection with GCC

Visitor / service user Member Hirer / event organiser Tenant

Volunteer Staff Contractor Other

What is your complaint about? Tick all that apply.

Service / communication Facility / maintenance Room hire / booking

Conduct of a person Privacy / confidentiality Health and safety

Website / social media Member / governance matter Other

Complaint Form

Please provide enough detail for us to assess and respond fairly



3. What happened?

Please include relevant dates, people, rooms, bookings, services, emails or conversations.

Have you already raised this with GCC? If yes, who with and when?

Yes No

What outcome are you seeking?

4. Urgency, privacy and support needs

Does this raise any immediate concern? Tick all that apply.

Health or safety Privacy Access / disability support Other

Please explain any urgent issue or support need

5. Privacy and declaration

GCC will use the information you provide to assess, manage, respond to and record your complaint. Information may need to be shared with people who have a legitimate role in responding to the matter. We will protect privacy and confidentiality as far as practicable, but confidentiality cannot be guaranteed where information must be shared to investigate, resolve, record, report or comply with legal, health and safety, employment, privacy, insurance, funding, audit or governance obligations.

I confirm the information I have provided is true and accurate to the best of my knowledge.

If I am acting for someone else, I confirm I am authorised to do so.

Signature / typed name

Date

Complaint Form

Return information and GCC staff use only



Return this form to GCC

Email: manager@gcc.net.nz

Post or hand delivery: Glenfield Community Centre, 96 Bentley Avenue, Glenfield, Auckland 0629

We will acknowledge formal complaints within 3 working days where practicable, and aim to provide an outcome within 20 working days.

GCC staff use only

Date received

How received

Reference number

GCC staff member receiving the matter

Complaint handler / referred to

Initial triage

Stage 1 - frontline resolution

Stage 2 - formal complaint / investigation

Stage 3 - review / escalation

Other specialist process

Risk / urgency notes

Initial action taken

Outcome / final action

Date closed

Follow-up required

Yes

No

Reviewed by