

**General Complaint Form**  
**Norfolk Island Child and Family Wellbeing Unit**



At NI-Connect we take all complaints seriously and appreciate the time you've taken to inform us on ways we can continue to grow and improve our services. Complaints are responded to promptly, fairly and with sensitivity and will be handled in a confidential manner. The personal information we ask you to provide assists us to investigate and respond to your complaint. In some instances, we may be required by law to disclose the information you have provided, and when this is the case, we will endeavor to notify you.

**Please provide your details below:**

<b>Family Name:</b>	<b>First Name</b>	<b>Phone number</b>	<b>Email</b>

**Please provide below as much information as possible about the nature of your complaint i.e., a description of what happened, location, people involved, dates etc.**

**Please provide below the outcome you are seeking or the actions you want us to take**

**You can submit this form:**

- a) **In person:** To any staff member at NI-Connect office  
Bounty Centre, Taylors Road, Norfolk Island
- b) **Email:** [ChildWelfareOfficer@Keyassets.org.au](mailto:ChildWelfareOfficer@Keyassets.org.au)
- c) **P.O. Box 972 Norfolk Island 2899**