

UNIVERSITY OF THE THIRD AGE – ADELAIDE
FORM FOR COMPLAINTS, SUGGESTIONS AND COMMENTS

(This form is for use by members and tutor members of The University of the Third Age – Adelaide. Before using it, members are encouraged to discuss the matter with the Members’ Liaison Officer (MLO – Ken Johns: mob. 0416 296 929, email kenjohns@tpg.com.au) with a view to informal resolution. Matters raised with the MLO or via this form will be treated confidentially
NB: There is a separate form for the reporting of equipment faults)

Name of person completing this form

Membership number (if known)

Best contact details: telephone email address

Indicate by ticking the appropriate box if the matter is or related to:

Possible breach of the Code of Conduct	<input type="checkbox"/>	form will be referred to Member Liaison Officer
U3A Courses	<input type="checkbox"/>	form will be referred to Program Coordinator
Facilities at the Box Factory	<input type="checkbox"/>	form will be referred to Office Manager
General processes and procedures	<input type="checkbox"/>	form will be referred to the Secretary for the Board’s agenda

Details of Complaint, Suggestion or Comment

In the space below please set out the details of the matter you are raising. Please be as specific as possible setting out all that you know about the matter that will allow us to consider it. If appropriate you may wish to suggest a possible response to the matter you have raised. If there are other people that might be able to assist in the consideration of the issues you have raised please indicate: who they are, whether or not you have spoken to them about the matter, and if they are willing to be approached by us for them to provide information or comment.

Please write legibly and if you need more space use another copy of this form, number the forms sequentially and sign each of them.

Signed Date