

Has something gone wrong?

If you are concerned or unhappy about something we would like to hear about it by filling out this form and will take it seriously. If you need help when using this form or would rather speak to us, you can call us on (03) 97203650.

1: Tell us about you



First name: _____

Last name: _____



Where did it happen?

- School
- School Holiday Program Venue
- House/Birthday Party
- Park/Community Event
- Sporting Club
- Somewhere else

Name of school / venue: _____



For adults - We might need to talk to you to help fix your problem.
Are you okay with this?

Please circle your answer.

Yes



No



For young persons - We will contact you through the school or venue where you did the activity or program.

2: Tell us what happened



Who or what are you unhappy with?

Tell us what happened. Tell us if there were other people who saw what happened and who was involved?



When did it happen?



What would make you happy?

Tell us what you would like to happen.

Your safety is our priority so we will make sure we will report your concerns so they are taken seriously and acted on.

You can post or email this form to us. Our contact details are:

Post

Post to PO Box 1044,
Bayswater VIC 3153

Phone or Email

Phone (9-5pm) on (03) 97203650
Visit our website at www.proactivity.com.au

Your privacy

We ask you for some personal information (like your name and how to contact you) so we can do something about what you are unhappy about. We also need to make sure you are safe and supported. Asking for this information is part of our child safe policy and our commitment to listening and responding to children and young people. We won't use or disclose your personal information for any other reason than dealing with your complaint.