

This form should be used to make a complaint in relation to a breach or potential breach of child safety. Please note, if this is a complaint in relation to Out of School Hours (OOSH), this should be directed to the Centre Director in the first instance.

Customer Details	
<p>Any matters involving staff matters are confidential. All matters will be investigated in accordance with the information provided. Those people who make a report and who provide their name and contact information will receive notice of an investigation being completed and closed and be given a general overview of the outcome. This will exclude confidential information</p> <p>For those matters where people make a report and do not provide their name and contact information, investigations will be conducted however it will not be possible to provide any update about the outcome.</p>	
Surname:	First Name:
Address:	
Contact Phone:	
Email:	

Nature of the Complaint	
<p>This form should still be completed even if you don't have all of the information outlined below.</p>	
Reason for Contact	<p>Select</p> <p><input type="checkbox"/> Make a complaint or raise concerns about Council's child related services</p> <p><input type="checkbox"/> Register an allegation of inappropriate behaviour towards a child</p> <p><input type="checkbox"/> Make a complaint or raise concerns about an incident relating to a child</p>
Does this complaint indicate the possibility of child abuse, such as:	<p><input type="checkbox"/> physical abuse</p> <p><input type="checkbox"/> psychological abuse</p> <p><input type="checkbox"/> emotional abuse</p> <p><input type="checkbox"/> sexual abuse</p> <p><input type="checkbox"/> neglect</p>

Does this relate to a specific location?	Select
Name of the child involved in the complaint or concern:	
Name of the person who the complaint is being made about:	
Describe the nature of the complaint (include date, time, what happened and who was involved or the indicators of harm you have observed e.g. physical abuse or neglect)	

Please click [here](#) for details on various emergency contact numbers and help line services available should you wish to utilise these.

PRIVACY STATEMENT

Personal information supplied to or collected by Tamworth Regional Council will only be stored and processed by Council for lawful purposes directly related to the functions and activities of Council. Any personal information supplied will only be disclosed to a third party for the purpose of performing a lawful function or activity and for no other purpose. Disclosure of personal information to a third party will be in accordance with [Tamworth Regional Council's Privacy Management Plan \(PDF 331.7KB\)](#).

Thank you for your time. This information will be electronically registered and forwarded to the appropriate officer for action. You will be notified of progress as promptly as possible.