



## COMPLAINT FORM

If you're not happy with the way CAALAS treated you or a decision we made, please fill out this form or give us a call on **8950 9300** and ask to speak to the CEO.

**Your Name:**

**Phone number:**

**Address:**

**What kind of legal problem did you need CAALAS to help you with?**

Criminal

Other type

**Who did you talk to at CAALAS about it (tell us the staff member's name if you know it)?**

Reception

Lawyer

Aboriginal Legal Support Officer

**When?**

**Tell us what happened and what you didn't like (you can use another page if you need to):**

We take all complaints seriously. Only people directly involved in your complaint will be told about it. Your complaint will be dealt with quickly, fairly and with respect by the CEO or a Senior Legal Officer who will tell you how CAALAS will deal with it.

You can seek independent advice and representation in relation to any complaint. You can also complain directly to the Law Society of the Northern Territory if your complaint is about a lawyer.

You can ask for a copy of our full complaints policy if you'd like to read it.

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_