

# Complaints and Feedback Form

Victorian Assisted Reproductive Treatment Authority



VARTA acknowledges the importance of complaints and feedback, and a person's right to express their opinion about VARTA's services. Having a complaints and feedback policy allows VARTA to engage constructively with those who have used VARTA's services, in order to improve both our services and the consumer experience.

Please feel free to access VARTA's *Complaints and Feedback Policy and Procedures* to learn more about how VARTA manages and responds to complaints. This is available on VARTA's website.

**Please select the option which applies to you:**

- ☐ I am the person who received VARTA's services
- ☐ I am giving feedback on behalf of another person who received VARTA's services

## Part A- Details of the person completing this form

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**First name:**

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**Last name:**

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**Date of birth:**

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**Address:**

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**Telephone number:**

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**Email address:**

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# Complaints and Feedback Form

## Part B- Details of the person who received the service

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*Please complete this section if you are filling out this form on behalf of another person who received the service.*

**First name:**

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**Last name:**

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**Date of birth:**

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**Address:**

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**Telephone number:**

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**Email address:**

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### **Your relationship to the person who received the service**

**Is the person who received the service under 18 and are you their parent and guardian?**

☐ Yes ☐ No

**If you selected 'No' above, please outline your relationship to the person who received the service:**

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**Does the person know that you are giving feedback on their behalf?**

☐ Yes ☐ No

**Are we able to speak with that person?**

☐ Yes ☐ No

**If no, is there a particular reason?**

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# Complaints and Feedback Form

## Part C- Service about which you are giving feedback

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**Which of VARTA's services are you giving feedback about?**

☐ **Donor Conception Registers Services**

This includes VARTA's counselling services, or any services associated with VARTA's management of the Central and Voluntary Registers.

☐ **Process surrounding the import and export of donated gametes and embryos produced using donated gametes**

☐ **Other**

Please describe the type of service about which you are giving feedback:

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**The issues or experiences about which you are giving feedback**

**When approximately did the issue or experience first occur?**

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**Name of the staff member involved (if known):**

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**Please describe the issue or experience and the events leading up to it:**

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**What action have you taken in relation to your concerns?**

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# Complaints and Feedback Form

Have you previously discussed your concerns with a VARTA staff member?

☐ Yes ☐ No

If yes, with whom did you discuss the issue and what was the outcome?

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If no, was there a particular reason?

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Have you previously discussed your concerns with another agency or organisation?

☐ Yes ☐ No

If yes, please give details:

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## Part D- Outcome

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What would you like to happen as a result of this feedback?

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# Complaints and Feedback Form

## Part E- Privacy

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VARTA is committed to protecting your privacy and your information.

VARTA's complaints and feedback management process involves recording the details of complaints and feedback and the person making them. In keeping such records, VARTA complies with the requirements of the *Privacy and Data Protection Act 2014 (Vic)*.

The details you have provided will be held confidentially. The information will only be used and shared with VARTA staff to address your complaint or feedback. Your information may also be de-identified and used for reporting and statistical purposes.

You may access or correct the information provided in this form under the *Freedom of Information Act 1982 (Vic)*. For information about making a Freedom of Information request, or for information about privacy, please contact the Compliance Officer on (03) 8601 5260.