It's only by listening to your views that we can find out how well, or not, we're actually doing. That is why the comments, compliments and complaints we receive are so important.

Tick which box applies:

☐ **COMPLIMENT** — If you want to inform us when Be The Change NZ or an individual staff member has done well, this will be recorded as a compliment. We monitor compliments so that we can provide feedback for planning service improvements.

☐ **COMMENT** — We want to hear your views about how we can improve services and we will look into your suggestions. Please tell us if you want us to respond to your comments.

☐ **COMPLAINT** — We know that sometimes things can go wrong. If you are unhappy about the quality of a Be The Change NZ service or about the actions of an individual staff member you have the right to complain and for your complaint to be dealt with under our Complaints Procedure Rules.

Name	Phone
Address	Email

What would you like to tell us about? Please use the space below. If it is not enough, you can use a separate sheet of paper and attach it to this form.

If this is a complaint, what would you like to be done to put things right?

What is your preferred method of contact? Please tick:

☐ Email ☐ Telephone ☐ Letter

Signed: _____

Date: _____

Send to: 3 Excalibur Place, Burwood 8068 or Email to: bethechange@xtra.co.nz