

CSO Funding Pool Complaint Form

Before lodging a complaint

Before lodging a complaint with the CSO Funding Pool Administration Agency (the Agency), it may be useful to contact the Agency on 1300 309 213 to discuss your complaint or seek assistance.

Complaints can be lodged with the Agency in writing, either electronically or in hard copy, as follows:

Email: admin@csoagency.com.au

Post: Complaints Officer
CSO Funding Pool Administration Agency
Locked Bag 32005
Collins Street East, VIC 8003

I want to lodge a formal complaint with the CSO Funding Pool Administration Agency: ☐Yes ☐No

My details are:

Mr/Mrs/Ms (other) _____ First name: _____ Last name: _____

Address: _____

Postcode: _____ State: _____

Telephone: (business hours) _____

Mobile: _____ Email address: _____

I am lodging this complaint on behalf of: _____ **Myself** (go to page 2 of the form)
Another company or person (complete the details below)

Details of the company or person who was affected by the actions or service that you wish to complain about are:

Mr/Mrs/Ms (other) _____ First name _____ Last name: _____

Or company name: _____

Address: _____

Postcode: _____ State: _____

Telephone: (business hours) _____

Mobile: _____ Email address: _____

Is the above person or company aware that you are making this complaint? ☐Yes ☐No

My relationship with the above person or company is (for example shareholder, director, business partner, family member): _____

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I want to complain about:

- ☐ **The CSO Funding Pool Administration Agency**
- ☐ **The NDSS Administrator's administration of payments for NDSS distribution services**
- ☐ **CSO Distributor one, as below**

CSO Distributor name: _____

CSO Distributor contact details (if known): _____

- ☐ **CSO Distributor two, as below**

CSO Distributor name: _____

CSO Distributor contact details (if known): _____

If there are additional CSO Distributors you wish to complain about, please provide their details.

- ☐ **Another aspect of the CSO Funding Pool**

My complaint is:

Use the space below to provide details of your complaint. It is useful to include what happened, when it happened and who was involved. Include as much supporting information and evidence as you can (attach any relevant documents you have to the back of this form). If you need more space, please attach a separate piece of paper to the back of this form.

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The main issues I am concerned about are:

As a result of my complaint I want:

If this complaint is against a CSO Distributor, have you approached the CSO Distributor about this complaint?

☐Yes ☐No

If yes, what was the outcome?

Have you complained to another organisation about the same matter? ☐Yes ☐No

If yes, please give details.

The Agency will send details of this complaint to any CSO Distributor(s) you have identified in your complaint, asking them to provide a response to the Agency.

I agree that my identity can be released for this purpose:

☐Yes ☐No

You do not have to agree to the release of your identity.

I agree that a copy of my complaint can be released for this purpose:

☐Yes ☐No

You do not have to agree to release a copy of this complaint. If you select 'No', please advise below any information in this form that you do not want released to the subject of the complaint (e.g. your name, others' names, other details about the complaint).

Your signature::_____

Date: _____