

Complaint and feedback form

If you wish to remain anonymous, please do not provide your name or contact information.

Given Name		Family Name	
Postal Address		Email	
		Telephone	
How would you like to be contacted?		☐ Email ☐ Phone ☐ No contact	
Do you require Translation or Other assistance?	☐ Yes ☐ No	If Yes, please specify:	
My matter is a:	☐ Complaint ☐ Feedback	Date: (in dd/mm/yyyy)	
If you have contracted Renewal SA about this matter before, please provide information (including approximate date) about the previous contact:			
Would you like us to contact you with the outcome after investigating your complaint or feedback?			☐ Yes ☐ No
Category of your complaint or feedback	☐ Professional behaviour	☐ Communication	☐ Service Delivery
	☐ Policy or Procedure	☐ Service Quality	☐ Other
Please provide complaint/feedback details: (do not include any personal or medical information here)			
What would you like to happen now?			
Office Use Only		If Complaint, insert CMS number:	

Please attach any document(s) related to your complaint or feedback in the same email - renewalSAOCE@sa.gov.au – or in person to level 16, 11 Waymouth Street, Adelaide SA 5000.

Lodgement options

Online form at: [Renewal SA](#)

Email: renewalSAOCE@sa.gov.au

Mail:

Director, Office of the Chief Executive
Renewal SA
Level 16, 11 Waymouth Street
ADELAIDE SA 5000

In person:

Renewal SA
Level 16, 11 Waymouth Street
ADELAIDE SA 5000

Phone Renewal SA: 1800 993 439

Assistance:

- Translating and Interpreting Service (TIS): <https://www.tisnational.gov.au/Contact-us>
- National Relay Service (Speak and Listen): <https://www.accesshub.gov.au/about-the-nrs>
- National Relay Service (TTY users): <https://www.accesshub.gov.au/services/tty-speak-and-read>

Renewal SA Privacy Statement

Please click [here](#) to read our Privacy Statement - it is also available below.

Privacy Statement

Renewal SA respects your privacy. This privacy statement explains what information Renewal SA collects, holds and how that information is stored and used and explains the security of your information. This privacy statement applies only to this site.

This site is operated in compliance with the government of South Australia's information privacy principles (IPPS), a copy of which can be obtained on the Department of the Premier and Cabinet website.

Whenever you visit our web site, Renewal SA will automatically record:

- your IP address
- date and time of your visit
- pages you access
- documents you download
- type of browser you use.

Periodically we use independent measurement and research companies to gather non-personal information regarding the visitors to our website on our behalf using cookies, log file data and code which is embedded in our website.

We also collect the key words you use when you do a search of our site. This information is not linked to any other data we collect. We use this information to find out what kinds of information people are looking for and how we can improve our services.

This information does not identify you personally. No attempt is made to identify you except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect our service provider's logs.

This information tells us how our site is being used and helps us improve it to make your visit useful, informative and enjoyable.

Renewal SA will only record your email address and other personal information if you provide it to us. It will be used to send you a reply and may also be used to send you marketing information in relation to Renewal SA's projects, including through Facebook remarketing services.

Your personal information will not be disclosed to a third party except in accordance with the IPPs and this privacy statement. Our website administrators are required to protect and handle your personal information in accordance with the IPPs and this privacy statement.