[Insert organisation name/logo]

# COMPLAINTS RECORD FORM

***🖌Note\****

*Complaints record forms are available to staff members, Board Members, students and volunteers to record complaints that have been made in a non-written form.*

*\*Please delete note before finalising this document.*

## Complaint details

|  |  |  |  |
| --- | --- | --- | --- |
| **Complaint received by (staff member name)** |  | | |
| **Name of complainant** |  | | |
| **Address** |  | | |
| **Phone (work)** |  | **Mobile** |  |
| **Email** |  | | |
| **Date of complaint** |  | | |
| **Preferred method of contact:** | **□** Phone **□** Email **□** Mail | | |
| **Complaint made on behalf of someone else** | **□** Yes **□** No  If so, who? | | |

## Complaint details

|  |  |
| --- | --- |
| **Complaint topic:**  **□** Staff member  **□** Organisation communications  **□** Program/ services activities  **□** Organisation’s operations  **□** Other | **Complaint provided by:**  **□** Phone  **□** Email  **□** Mail |

## Complaint description

Please provide a comprehensive description of the complaint received, outlining (if possible) dates, times, people and locations as this will assist in responding to the complaint. Staff members are also encouraged to include the complainant desired outcomes and expectations to resolve the complaint.

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## Organisational actions

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| --- | --- |
| **Original complaint document/ record attached** | **□** Yes **□** No  If no, why not? |
| **Date of written advice of receipt** |  |

|  |  |  |
| --- | --- | --- |
| **Actions to be taken** | | |
| **□** Yes **□** No | | |
| **Date** | **Action** | **Responsibility** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Outcome** | | |
|  | | |
| **Follow-up** | | |
|  | | |
| **Other comments** | | |
|  | | |