

7.5 Complaints Record form

Date of complaint:

Complaint made by:

Complaint received by:

Complaint made by:

- telephone
- letter (attached)
- in person
- other

Brief overview of complaint

(Details of the complaint should be written in the complaint details section.)

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Information to be given to complainant

1. Reassure complainant that all complaints are treated confidentially and that they will suffer no loss of service because they have made a complaint.
2. Explain the procedure for making a complaint.
3. Remind the complainant that they have the right to use an advocate of their choice and refer them to an appropriate client advocacy service.
4. Thank the complainant for their complaint and explain that complaints are valuable in helping to maintain and improve the service.

The complaint

Complainant details

Name of complainant/s:

Address of complainant/s:

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Contact phone number of complainant/s:

Details of the complaint

(Explain fully. If insufficient space, attach extra pages.)

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Names of others involved in complaint (if any):
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Support people for complainant (if used)

Name of support person for complainant (if used)
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Agency the support person works for (if relevant)
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Contact address:
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Contact phone number:

Other information

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Possible solutions negotiated with complainant

1.....
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2.....
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3.....
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4.....
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Solution chosen

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Action to be taken

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Outcome

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Follow-up required

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Signed

Complainant: Date.....

Worker: Date.....

This form is adapted from the form used by Kulkuna Cottage Women's Refuge Ltd