

What has happened? (cont'd)

OFFICE USE ONLY**Date form/verbal report received****Time****Received by****The way this has been received****Form handed to staff****Verbal/In person****Phone****Email****Letter****Actions****Initial triage by/Escalation to/Investigated by****Teacher****Principal****CEO****Staff Supervisor/staff member****Name****Date****Time****Entered in Feedback and Complaints Register by (Service Coordinator or delegate)****Name****Date****Complaint/feedback acknowledgement sent by****Name****Date****How?****Resolution – what action was taken by whom, when, how?****Outcome notification****Name****Date****How****Outcome notification response from complainant ie Was this satisfactorily resolved?**