

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				
Staff Member	Principal or Service Manager	CEO	Staff Supervisor/staff member	
Name				
Date		Time		
Entered in Feedback and Complaints Register				
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?				

Version:	2.0					
Effective Date:	09082023					