



# Complaint Registration

## Part 1

Name of Complainant:

Address:

Phone Number:

Complaint made:

Written

Verbally

Name of person reporting complaint:

Date:

Name of Service Manager receiving Complaint:

Date:

Nature of complaint:

Level of risk to Consumer:

High

Medium

Low

Level of risk to Organisation:

High

Medium

Low

Date of complaint resolution:

## Part 2

### Investigation Plan checklist

- Prepare confidential complaints file
- Contact complainant
- Seek account of complaint and record on the *Complaint Registration Form* under *Complaint*
- Ascertain complainants expected outcome and record on the *Complaint Registration Form* under *Expected outcome*.
- Assess severity of complaint
- Inform Operations Manager / discuss investigations plan. (At this point the Operations Manager may decide to investigate).
- Inform any implicated staff members  
Ensure that the complainant, implicated staff Operations Manager is regularly updated on the progress of the investigation
- Review relevant files/documents



## Complaint Registration

- Interview everyone involved in complaint
- Record salient information discussed in interviews on *Complaint Registration Form* under *Action*
- Resolve issues of complaint
- Record the outcome of complaint process on the *Complaint Registration Form* under *Outcome*

Operations Manager to prepare a thorough investigation

- Prepare confidential complaints file
- Contact complainant
- Seek account of complaint
- Ascertain complainants expected outcome
- Inform any implicated staff members
- Interview everyone that may have information regarding the complaint
- Review relevant files/documents
- Record salient information discussed in interviews on *Complaint Registration Form* under *Action*
- Resolve issues of complaint
- Inform police, any professional bodies or funders if required

## Details of Complaint

## Complainants expected outcome

