

COMPLAINT & APPEALS FORM

I, _____ of _____
Complainant Name

am registering a formal **COMPLAINT** **APPEAL** on _____
Date

Complaint/Appeal Details

Date/s of incidents

Please describe the nature of your Complaint/Appeal in detail and attach other supporting documents you may have regarding the Complaint/Appeal (young people may seek assistance from a staff member/person of your choice to complete this section):

Suggested action or solution

Have you received and read the 'Information Sheet – Complaints and Appeals'? YES NO

Signature _____

Date

OFFICE USE

Complaint and appeals form received by _____

Signature _____

Date

Complaint/Appeal allocated to: _____

Name

Position

Signature _____

Date

Immediate response to complaint/appeal

Further Responses Completed

Situation Outcome

Complainant notified of outcome YES NO **How?**

Date **Complainant satisfied with outcome** YES NO

Completed Complaints and Appeals Form received by Program Manager

Signature **Date**

Complaint registered on the complaints register by Program Manager YES NO