**[Insert organisation name/logo]**

**COMPLAINTS RECORD FORM (INTERNAL USE)**

***Note\****

*Complaints record forms are available to staff members, Board members, students and volunteers to* ***record complaints that were provided verbally.***

*\*Please delete note before finalising this document.*

## COMPLAINT details

|  |  |  |  |
| --- | --- | --- | --- |
| **Complaint received by (staff member name)** |  | | |
| **Name of complainant** |  | | |
| **Address** |  | | |
| **Phone (work)** |  | **Mobile** |  |
| **Email** |  | | |
| **Date of complaint** |  | | |
| **Preferred method of contact:** | * Phone **⬜** Email **⬜** Mail | | |
| **Complaint made on behalf of someone else** | * Yes ⬜ No   If yes, name of other party or organisation: | | |

|  |  |
| --- | --- |
| **Complaint topic:**   * Staff member * Organisation’s communications * Program/services activities * Organisation’s operations * Other |  |

## COMPLAINT description

Please provide a comprehensive description of the complaint received, outlining (if possible) dates, times, people and locations, as this will assist in responding to the complaint. Staff members are also encouraged to include the complainant’s desired outcomes and expectations to resolve the complaint.

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| --- | --- | --- |
| **Actions to be taken** | | |
| * Yes * No | | |
| **Date** | **Action** | **Responsibility** |
|  |  |  |
|  |  |  |
|  |  |  |
| **Outcome** | | |
|  | | |
| **Other comments** | | |
|  | | |