

COMPLAINTS FORM

Name of complainant
Date and time of the occurrence of the complaint.
Location of the occurrence of the complaint (where applicable).
Names of person/s involved <i>Person or persons involved in the complaint. This will be any witnesses to the incident and /or person/s involved in the complaint.</i> <i>If the client is complaining about a staff member, you need to include the staff member's name and job classification.</i>
Nature of the complaint. <i>In detail the client needs to outline what is the exact nature of the problem.</i> <i>The client also needs to outline what happened immediately after the incident/issue occurred.</i> <i>Was anyone else aware there was a problem?</i>
Follow up <i>Was there any follow up undertaken by the staff?</i>
Quality Assurance Evaluation <i>Re-evaluation to see if there were any further issues with this issue.</i>