Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complaint \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Outcome \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- | --- | --- | --- |
| **Task** | **Date**  **Started** | **Date Complete** | **Completed By** | **Signature** |
| 1. Respond to person making complaint within 24 hours (in writing if written complaint) |  |  |  |  |
| 1. Notify regulatory authority within 24 hours if complaint alleges the safety, health or wellbeing of a child is being compromised |  |  |  |  |
| 1. Investigate   Invite complainant to have support person present during any discussions |  |  |  |  |
| 1. Document the investigation’s outcome |  |  |  |  |
| 1. Provide written outcome to person making complaint within 7 working days of receipt (or place notice about complaint and outcome on noticeboard if complaint made anonymously) |  |  |  |  |
| 1. Offer external review |  |  |  |  |
| 1. File records of investigation and outcome |  |  |  |  |
| 1. Request feedback on the process using a questionnaire |  |  |  |  |
| 1. Track complaints to rectify recurring issues |  |  |  |  |