

Complaints Record Form

(To be completed by the person receiving the complaint)

Date of Complaint:

Complaint received by:.....

Complaint made via:

- Telephone
- Letter (attached)
- In person
- Other.....

Subject of Complaint:.....

.....

Brokered Service Details: (if required)

.....

Details of the complaint should be written on the next page. If there is insufficient space, attach extra sheets.

Information to be given to the Person making the Complaint:

- Reassure the carer/ carer recipient/ advocate that all complaints are treated confidentially and that they will not experience any loss of support or service because they have made a complaint.
- Explain the complaints procedure.
- Remind the carer/ care recipient that they have the right to use an advocate of their choice and refer them to appropriate consumer advocacy services.
- Thank the person for their complaint and explain that complaints are valuable in assisting to maintain and improve services provided by the Illawarra carer respite Centre.

Name of Complainant:

Address:

.....

Phone number:

Detail of Complaint:

.....
.....
.....
.....
.....
.....
.....
.....
.....

Comments:

.....
.....
.....
.....

Action to be Taken:

.....
.....
.....

Written Feedback to be Given by: (within 7 days).....

Outcome:
.....
.....
.....
.....

Signed: (Coordinator)..... Date:.....

If outcome unsatisfactory, referred on to:

Name:..... Date:.....

Organisation:.....

Follow up Required and by Whom:.....
.....
.....
.....

If further referral required, response required by:.....

Person referred to:..... Contact no:.....

Position and Organisation:.....

Outcome:.....
.....
.....

Follow up required:.....
.....
.....

Signed:..... Position:..... Date:.....

Carer's Details:

Name:.....

Address:

.....

Phone Number:

Relationship to Complainant:

Person being cared for details:

Name:.....

Address:

.....

Phone Number:

Relationship to Complainant:

Advocate's Details:

Name:.....

Address:

.....

Phone Number:

Advocate's Relationship to Complainant: