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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Complaint information | | | | | | | | | | | | | | | | |
| Name of complainant: |  | | | | | | | | | | | | | | | |
| Complaint lodged: | In person | | | Telephone | | | | | | | | | | Writing | | |
| Date received: | DD / MM / YYYY | | | | | | | | | | | | | | | |
| Preferred contact method: | Letter | | Telephone | | | | Email | | | | | | | | Unknown | |
| Child/under 18: | Yes | No | | | | Age (if known): | | | | | |  | | | | |
| Receive and assess complaint | | | | | | | | | | | | | | | | |
| Managing officer: |  | | | | | Complaint officer: | | | | |  | | | | | |
| Summary of issue(s): |  | | | | | | | | | | | | | | | |
| Category: | Service delivery | Administrative decision | | | Policy or procedure | | | Staff conduct | | | | | Young person conduct | | | Privacy |
| Complexity: | Standard  *(within 30 days)* | | | | | | | Complex  *(within 70 days)* | | | | | | | | |
| Recorded on complaints register? | Yes | | | | | | | No  *Refer complaint to relevant area* | | | | | | | | |
| Acknowledge complaint | | | | | | | | | | | | | | | | |
| Has sufficient information been provided to action complaint? | | | | Yes | | | | | | No | | | | | | |
| If no, what information is required? | | | |  | | | | | | | | | | | | |
| Date complaint acknowledged: | | | | DD / MM / YYYY | | | | | | | | | | | | |
| Due date *(based on complexity)*: | | | | DD / MM / YYYY | | | | | | | | | | | | |
| Has complainant been advised of complaint management process? | | | | Yes | | | | | No | | | | | | | |
| Is additional support required to assist the complainant in dealing with the department? e.g. children, languages other than English, complainants with a disability. If so, provide complainant with details on how to access this free support. | | | | Yes | | | | | No | | | | | | | |
|  | | | | Details: | | | | | | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Investigate complaint | | | | | | | |
| Complaint management strategy:  Clarify details provided in complaint  Identify any actions that were attempted/completed to resolve the complaint before it was referred  Gather and analyse information from relevant file notes, correspondence and/or other sources  Review applications and documentation submitted by complainant  Review previous administrative decisions  Review relevant policies, procedures, applicable legislation or standards  Other (include details below)  Internal referral (to another DJAG business area)  External referral (to another agency) | | | | | | | |
| Resolve complaint | | | | | | | |
| Were DJAG issues identified as a result of the complaint? | Yes | | No | | Partially | | |
| Outcome of the complaint  *(select all that apply)* | Apology  Reviewed decision –upheld  Reviewed decision – amended  Review policy/procedure  Staff disciplinary action  Frivolous/vexatious  No action  Unable to be resolved | | | | Withdrawn by complainant  Rejected  Explanation  Service improvement  Staff training  Compensation  Referral  Conciliation/mediation | | |
| Respond to complainant | | | | | | | |
| Date complainant notified of outcome: | | DD / MM / YYYY | | | | | |
| Method used to notify complainant: | |  | | | | | |
| Was complainant satisfied with the handling? | | Yes | | No | | | Unknown |
| Was complainant satisfied with the outcome? | | Yes | | No | | | Unknown |
| If no, was the complainant advised of their review options? | | Yes | | | | No | |
| Has complaints register been updated *(including any systems improvements to avoid recurrence)*? | | Yes | | | | No | |
| \*\*Complaint closed\*\* | | | | | | | |