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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: |

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| 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\*\* |