

Complaint action record

Complaint information			
Name of complainant:			
Complaint lodged:	<input type="checkbox"/> In person	<input type="checkbox"/> Telephone	<input type="checkbox"/> Writing
Date received:			
Preferred contact method:	<input type="checkbox"/> Letter	<input type="checkbox"/> Telephone	<input type="checkbox"/> Email <input type="checkbox"/> Unknown
Child/under 18:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Age (if known):
Receive and assess complaint			
Managing officer:			Complaint officer:
Summary of issue(s):			
Issue:	<input type="checkbox"/> Service delivery	<input type="checkbox"/> Administrative decision	<input type="checkbox"/> Policy or procedure <input type="checkbox"/> Staff conduct
Complexity:	<input type="checkbox"/> Standard <i>(within 30 days)</i>		<input type="checkbox"/> Complex <i>(within 70 days)</i>
Recorded on complaints register?	<input type="checkbox"/> Yes		<input type="checkbox"/> No Refer complaint to relevant area
Acknowledge complaint			
Has sufficient information been provided to action complaint?	<input type="checkbox"/> Yes		<input type="checkbox"/> No
If no, what information is required?			
Date complaint acknowledged:			
Due date <i>(based on complexity)</i> :			
Has complainant been advised of complaint management process?	<input type="checkbox"/> Yes		<input type="checkbox"/> 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.	<input type="checkbox"/> Yes		<input type="checkbox"/> 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?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Partially
Outcome of the complaint <i>(select all that apply)</i>	<input type="checkbox"/> Admit/acknowledge fault <input type="checkbox"/> Reviewed decision –upheld <input type="checkbox"/> Reviewed decision <input type="checkbox"/> Apology <input type="checkbox"/> Staff training <input type="checkbox"/> Review policy/procedure amended –	<input type="checkbox"/> Compensation <input type="checkbox"/> Disciplinary action <input type="checkbox"/> Explanation <input type="checkbox"/> Service improvement <input type="checkbox"/> Other (provide detail)	

Respond to complainant

Date complainant notified of outcome:			
Method used to notify complainant:			
Was complainant satisfied with the handling?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Was complainant satisfied with the outcome?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
If no, was the complainant advised of their review options?	<input type="checkbox"/> Yes		<input type="checkbox"/> No
Has complaints register been updated <i>(including any systems improvements to avoid recurrence)</i> ?	<input type="checkbox"/> Yes		<input type="checkbox"/> No

****Complaint closed****