



## Complaint Record Form

<b>Date:</b>	<b>Complaint record reference:</b>
<b>Your name:</b> <b>Position:</b>	<b>Complaint assigned to:</b>
<b>How was the complaint received</b> (e.g. phone, email, in person)	
<b>Name of complainant</b> Name of child or young person involved in the complaint:  Name of person making the complaint (if different to above):	
Name of the person who the complaint was made about (if applicable):	
<b>Complainant contact details:</b> (*Preferred contact method) a) Address: b) Phone number: c) Email:	
<b>Details relating to the child or young person:</b> a) Age: b) Gender: c) Do they identify as Aboriginal or Torres Strait Islander? d) Are they from a culturally and linguistically diverse background? If, yes, specify: e) Are they in out-of-home care? f) Do they have a disability? If, yes, provide any relevant details _____ g) Do they have communication support needs? If yes: <ul style="list-style-type: none"><li>○ Was the child or young person offered an interpreter?</li><li>○ Was the child or young person offered a communication assistant?</li><li>○ Was the child or young person offered a support person, advocate, family member? Any other supports?</li></ul>	
Provide any relevant information relating to the child or young person's preferred communication methods, support needs, and involvement in the complaint-handling process.  -----  -----  -----	



If the complainant has a disability, provide any relevant details relating to their guardianship, advocacy or other decision-making arrangements (e.g. the name and contact details of any nominees authorised to receive information on their behalf):

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**Details relating to the complainant (if made by an adult on behalf of the affected child or young person)**

- a) Age:
- b) Gender:
- c) Relationship to the affected child or young person:
- d) Do they identify as Aboriginal or Torres Strait Islander? Y/N
- e) Are they from a culturally and linguistically diverse background? If yes, specify:
- f) Do they have a disability? If, yes, provide any relevant details \_\_\_\_\_
- g) Do they have communication support needs? If yes:
- h) Was the complainant offered an interpreter?
- i) Was the complainant offered a communication assistant?
- j) Any other supports?

Provide any relevant information relating to the complainant's preferred communication methods, support needs, and involvement in the complaint-handling process:

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**Nature of the complaint:**

Complaint description (accurately record the issues, concerns, details of any witnesses, as far as possible in the child's own words):

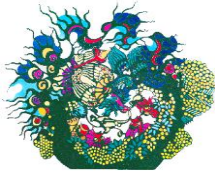
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What outcome to the complaint is the complainant seeking?

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**Immediate risk considerations:**

- a) Details of any injuries and if the child or others received medical attention:
- b) Does the complaint indicate the possibility of criminal conduct? Yes/No/Unsure
- c) Is a mandatory child protection report required? Yes/No
- d) Does the complaint involve a reportable allegation/incident? Yes/No/Unsure



e) Is any immediate risk management action required? Yes/No

**Next steps:**

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**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_