



Goonawarra Neighbourhood House 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)

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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 house user/ 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 house user 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 GNH

Name of Complainant:

Address:

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Phone number:

Detail of Complaint:

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Comments:

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Action to be Taken:

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

Outcome:

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Signed: (Manager)..... Date:.....

If outcome unsatisfactory, referred on to:

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

Organisation:.....

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

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

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

Position and Organisation:.....

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

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

Advocate's Details:

Name:.....

Address:

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Phone Number:

Relationship to Complainant: