

Complaint Form

Complainant Details

Title

☐ Ms ☐ Miss ☐ Mrs ☐ Mr ☐ Other

First Name**Surname****Address**

Impacted Client?

Interpreter, Support or Aids Required?

Parent/Carer/Legal Guardian/Representatives Details:

Complaint Details

Have you attempted to resolve the complaint informally?

☐ Yes ☐ No

If yes, provide details (eg when and with whom):

If No, provide details (e.g. barriers to informal resolution):

Have you lodged a complaint about this issue before?

☐ Yes ☐ No

Complaint Summary

When it happened?

Where it happened?

Who was involved?

What happened (details of your complaint)?

What would you like to happen to resolve your complaint?

Attach any documentation that supports your complaint

Acknowledgment

All the information provided above is true and correct to the best of my knowledge.

Signature

Date

Privacy Notice

The personal information provided by you on this form and any associated documents will be used by FS to assist you with your complaint and not for any other purpose. The information will only be disclosed to persons or agencies outside FS in accordance with the Privacy and Personal Information Protection Act 1998 or as otherwise required or authorised by law. The provision of your information is voluntary. It will be stored securely. You may gain access to and correct your personal information by contacting the Privacy Officer Telephone: 13 18 19, Email: safeguardingatfamilyspirit@familyspirit.org

What happens next?

Once your complaint has been received by FS it will be allocated to an investigating officer. The investigating officer will acknowledge receipt of your complaint within five working days. Complaints will be investigated as promptly as possible and where possible you will be updated and included in the investigation. Once the investigation is completed you will be advised in writing of the outcome.

Office Use Only:

Complaint received by (Employee/Manager)

Name	Position	Date signed
Complaints Register Number		
Division		
Allocated Executive		
Delegated Investigating Officer		