

Complaints and Appeals Form

Contact information							
Date		Time		How complaint/appeal was received?			
Contact Type	✓	Contact From	✓	In person		Via phone	
Complaint	<input type="checkbox"/>	Student	<input type="checkbox"/>	Via email	<input type="checkbox"/>	Via mail	<input type="checkbox"/>
Appeal	<input type="checkbox"/>	Client	<input type="checkbox"/>	Complaint received by?			
	<input type="checkbox"/>	Staff Member	<input type="checkbox"/>				

Complainant Details	
Does the complainant wish to remain anonymous?	
Name	
Address	
Contact Number	
Email Address	
Workplace/client	
Other details	

Details of Complaint/Appeal

Ideal Outcome for Complainant

Attached Documents: (i.e. email complaint, letter etc.)
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Initial Actions

Action	✓	Date	Who
Informed Management			
Responsible person allocated:			
Complaints/Appeals register updated			
Acknowledgment sent to complainant			

Corrective Actions

Follow up actions by responsible person:	Date

Outcome

Action	✓	Date
Complaint/ Appeal resolved – all parties happy		
Complaint/ Appeal unresolved – escalated internally		
Complaint/Appeal unresolved – escalated to TAC		

Final Actions

Action	✓	Date	Who
Notice of outcome sent			
Complaints/Appeals register updated			
Corrective Actions finalised			
Continuous improvement register updated			
Complaint/Appeal and all related documentation filed			