



## Butter Fish Services

### Complaints Handling Form

This form will be used to express concerns and record suspicion, allegation or a complaint of unsatisfactory and inappropriate behaviour about the organisation or a representative of the organisation.

Please complete all sections and contact your direct supervisor if you need assistance.

**1. Your Name & position**

Name: \_\_\_\_\_ Position \_\_\_\_\_

**2. Name of person/s involved**

Names: \_\_\_\_\_

**3. Name of person making the complaint** \_\_\_\_\_

**4. Name of person whom the complaint is made against** \_\_\_\_\_

**5. Nature of Complaint - include the time, date, location and what happened.**

Time: \_\_\_\_\_

Date of the issue: \_\_\_\_\_

Location: \_\_\_\_\_

**6. Details of what happened:**

**a) Details of any injuries sustained and if the person received medical attention.**

**b) Accurately as possible record what the complainant said when describing what happened.**

**c) Provide details of anyone who witnessed what happened.**

7. Does this complaint indicate the possibility of abuse? Yes      No

8. If yes, please provide details of your report.

Person you reported to: \_\_\_\_\_

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

Additional Comments:

9. If the complaint relates to inappropriate behavior, provide details of internal processes followed (Note - include any referrals to counseling or other support services for the person whom the complaint was made against).

10. Has the incident been resolved?      Yes       No

11. Further steps to be taken by Butter Fish Services Pty Ltd to resolve the matter?

12. Is any follow up required?      Yes       No

13. If yes, please provide details.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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