**Client and Community Complaint Form**

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| **Service User or Community Member Information** |
| Name: |
| File Number: |
| Contact: |

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| **Complaint Information** |
| Date of Complaint: |
| Complaint Issues: |
| Solutions Sought by Service User or Community Member:  (note the solutions the complainant is seeking to each of the issues listed above) |
| Complaint Background:  (brief description of client’s circumstances and situation leading to complaint) |

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| **Action(s) Taken** |
| Step 1: |
| Date: |
| Staff Involved: |
| Notes: |
| Next Steps: |
| Step 2: |
| Date: |
| Staff Involved: |
| Notes: |
| Next Steps: |
| Step 3: |
| Date: |
| Staff Involved: |
| Notes: |
| Next Steps: |
| Step 4: |
| Date: |
| Staff Involved: |
| Notes: |
| Next Steps: |

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| **Outcome Resolution** |
| (describe outcome of complaint and any improvements implemented as a result) |

Name of Staff Member Name of Manager

Signature Date: Signature Date:

Name of Director Signature

Date: