



## Complaints Form

**Name of Complainant:** \_\_\_\_\_

**Preferred contact details (email/phone/address):** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

*Please note that while all complaints are read, those submitted anonymously are difficult to substantiate and resolve without a supplied contact point. As such the decision to investigate an anonymous complaint is at the discretion of the CEO, and based on such factors as the seriousness of the complaint and whether there is sufficient information supplied to conduct a fair and appropriate review.*

**Describe in detail the nature of your complaint (please include relevant history and specific names and dates, as applicable):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signature of the Complainant:** \_\_\_\_\_

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

**Would you like to be informed of the outcome of this investigation?**

Yes  No

### **Staff Use Only**

Complaint recorded by: \_\_\_\_\_

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

Management Representative's signature: \_\_\_\_\_

# Complaint Investigation

**(Staff Use Only)**

**Name of Complainant:** \_\_\_\_\_

**Name(s) of CPEC member investigating complaint:** \_\_\_\_\_

**Investigation findings (please include specific names & dates):**

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**Recommendations based on findings (if applicable):**

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**Has the complainant been informed of the outcome?**     Yes     No     N/A

**Is further investigation required?**     Yes     No

If yes, please supply further details:

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**Complaint resolution date:** \_\_\_\_\_

**Management Representative's signature:** \_\_\_\_\_

