

Complaint action record

Complaint information						
Name of complainant:	sch.4/3/3					
Complaint lodged:	<input type="checkbox"/> In person	<input type="checkbox"/> Telephone	<input checked="" type="checkbox"/> Writing			
Date received:	28.07.2020					
Preferred contact method:						
Child/under 18:						
Receive and assess complaint						
Managing officer:	John McKenna		Complaint investigation officer:	Mike Vitobello		
Summary of issue(s):						
Category:	<input type="checkbox"/> Service delivery	<input type="checkbox"/> Administrative decision	<input type="checkbox"/> Policy or procedure	<input checked="" type="checkbox"/> Staff conduct	<input type="checkbox"/> Young person conduct	<input type="checkbox"/> Privacy
Complexity:	<input checked="" type="checkbox"/> Standard (within 30 business days)		<input type="checkbox"/> Complex (within 70 business days)		<input type="checkbox"/> Privacy (within 45 business days)	
Human Rights?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	If yes, what Human Right is it related to? (refer to list of human rights at Appendix 2 of the Client complaints procedural handbook)			
Recorded on complaints register?	<input checked="" type="checkbox"/> Yes 594727/1	<input type="checkbox"/> No	If no, name of business area complaint was referred to:		N/A	
Acknowledge complaint						
Has sufficient information been provided to action complaint?	<input checked="" type="checkbox"/> Yes			<input type="checkbox"/> No		
If no, what information is required?						
Date complaint acknowledged:	29.07.2020					
Due date (based on complexity):	10.09.2020					
Has complainant been advised of complaint management process?	<input checked="" type="checkbox"/> Yes			<input type="checkbox"/> No		

Is additional support required to assist the complainant in dealing with the department? e.g. children, languages other than English, complainants with a disability. If so, provide complainant with details on how to access this free support	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Details:		

Investigate complaint

Complaint management strategy:

- ☒ Clarify details provided in complaint
- ☒ Identify any actions that were attempted/completed to resolve the complaint before it was referred
- ☒ Gather and analyse information from relevant file notes, correspondence and/or other sources
- ☒ Review applications and documentation submitted by complainant
- ☐ Review previous administrative decisions
- ☒ Review relevant policies, procedures, applicable legislation or standards
- ☐ Other (include details below)
- ☐ Internal referral (to another staff member within the business area or another DJAG business area)
- ☐ External referral (to another DJAG business area (approved by DG, DDG or ADG) or an external agency)

Resolve complaint

Were DJAG issues identified as a result of the complaint?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Outcome of the complaint (select all that apply)	<input checked="" type="checkbox"/> Apology <input type="checkbox"/> Reviewed decision upheld <input type="checkbox"/> Reviewed decision amended <input type="checkbox"/> Review policy/procedure <input type="checkbox"/> Staff disciplinary action <input type="checkbox"/> Frivolous/vexatious <input type="checkbox"/> Unable to be resolved <input type="checkbox"/> Conciliation/mediation	<input type="checkbox"/> Withdrawn by complainant <input checked="" type="checkbox"/> Rejected <input checked="" type="checkbox"/> Explanation <input type="checkbox"/> Service improvement <input checked="" type="checkbox"/> Staff training <input type="checkbox"/> Compensation <input type="checkbox"/> Referral

Respond to complainant

Date complainant notified of outcome:	05/08/2020		
Method used to notify complainant:	Phone/email		
Was complainant satisfied with the handling?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
Was complainant satisfied with the outcome?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
If no, was the complainant advised of their review options?	<input type="checkbox"/> Yes		<input type="checkbox"/> No
Date complaints register been updated (including any systems improvements to avoid recurrence)?	06.08.2020		

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****COMPLAINT FINALISED****

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