

# Complaint Record Form

**Use this template or adapt it to record complaints in your organisation.**

Include what is relevant to your organisation and add any other details if necessary.

This form should be used to record a suspicion, allegation or disclosure of child abuse or a complaint of inappropriate behaviour.

1. Your name and position: \_\_\_\_\_
2. Name of child or young person involved: \_\_\_\_\_
3. Name of person making the complaint: \_\_\_\_\_
4. Name of the person who the complaint is made against: \_\_\_\_\_

**5. Nature of the complaint - include times, date, location and what happened (this can include observations of the child's behaviour).**

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**6. Details of any injuries and if the child received medical attention.**

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**7. Accurately record what the child said when describing what happened.**

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**8. Details of anyone who saw what happened.**

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9. Does this complaint indicate the possibility of child abuse, ie physical abuse, sexual abuse, or neglect? Yes  No

10. If yes, provide details of your report (in NSW) to: NSW Department of Community Services

Person spoken to: \_\_\_\_\_ Date: \_\_\_\_\_

11. If complaint relates to inappropriate behaviour, details of internal discipline process followed

(Make note of any/all support/counselling that was offered to the person against whom the complaint was made.)

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12. Any follow up required? Yes  No

13. If Yes, provide details:

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

Print name: \_\_\_\_\_