

RECORD OF COMPLAINT

Instructions for use:

1. Complete this form for every informal and form complaint received (whether by letter, fax email, telephone or given in person)
2. Assign the next case number in sequence (see Complaints Register)
3. Securely attach to this document any other documentation received
4. File this document in the Complaints Register and ensure that the register is securely locked away!
5. Send a brief email to the Club President, notifying him that a complaint has been received (unless the President is the subject of the complaint, in which case notify another Committee Member). Include only very brief details in the email, no names!

DETAILS OF COMPLAINT	
Case Number	<i>(four digits – refer register for next number)</i>
Date / Time Received	
Received Via	<input type="checkbox"/> phone <input type="checkbox"/> letter <input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> in person
Complaint Against	<i>(name of respondent)</i>
Brief Nature of Complaint	<i>(e.g. verbal or physical abuse, etc)</i>
Notes	

COMPLAINANT CONTACT DETAILS	
Name	
Address	
Telephone	
Fax	
Email	
Notes	

PROCESSING DETAILS	
Complaint Received By	<i>(name of volunteer)</i>
Notification Sent To	<i>(person notified about this complaint)</i>

Signature: _____ Date: ____ / ____ / _____ Time: ____ / ____