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| *This form comes from the following procedure:* ***Complaints and Feedback Procedure*** |

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| **Staff member registering complaint** | | | | | |
| Your Name: | | | | | |
| Date & time the complaint was received: | | | | | |
| **Client’s information** | | | | | |
| Client’s Name: | | | | | |
| Address: | | | | | |
| Contact Details: | | | | | |
| Email: | | | | | |
| Client: | 🞏 Employer | 🞏 Apprentice | | 🞏 Parent | 🞏 Other: |
| **Details of Complaint** | | | | | |
| Date the issue occurred: | | | | | |
| Location: | | | | | |
| Specific Concerns: | | | | | |
| Additional Information: | | | | | |
| *Present completed form to Field Officer, if they are unavailable ensure that it is given to the General Manager.* | | | | | |
| **Referral** (*To be completed by the General Manager)* | | | | | |
| Name of GTES officer the complaint was referred: | | | | | |
| Date the complaint was referred: | | |  | | |
| **Action Taken** *(To be completed by the relevant Department Manager)* | | | | | |
| Outcome of the complaint: | | | | | |
| Date the complaint was finalised: | | | | | |
| Internal action required:  (policy change, staff training etc.) | | | | | |