

Title

EMPLOYEE COMPLAINT FORM



Document ID

FORM 0439/5

Date of Issue

12/03/2020

Let us know your concerns!

This form is to assist you in making a complaint to our organisation. All persons wishing to make a complaint can speak with the Manager or staff member of choice or choose to complete this form. All information is strictly confidential. If you feel unsure about anything or would like help to complete this form, please speak to the General Manager.

We encourage you to make your complaint in writing. Please allow a maximum of ten (10) days for a response.

Date of complaint: _____

Date lodging complaint: _____

Personal Details:

The information provided will be used to contact you. Provide the contact details for how you wish to be contacted.

Name of Employee: Mr/Mrs/Miss/Ms _____

Phone Number: _____

Email: _____

Address: _____

P/Code: _____

Have you lodged a complaint with our organisation before?

Yes The matter was resolved

The matter was not resolved

No Comments _____

Complaint made via: Telephone Letter Email Other _____

Does the employee wish to use an advocate in relation to this matter? Yes No

Advocate Name and Contact Details: _____

Authorised by: 
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- All complaints are treated confidentially. Refer Complaints Procedure
 - We appreciate your feedback and complaints are valuable in helping to maintain and improve

Supporting Information

Please attach copies of any documents that may help us investigate your complaint. If you cannot do this, please tell us what you think we should obtain.

Colbrow Care to Complete:

Actions Taken / Decisions Made by Service Provider: _____

Date Received: _____ Actioned by: _____

Position: _____

Date actioned: _____ *Attach supporting documentation if required*

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Definitions:

Complainant:

The person making the complaint

Complaint:

An expression of dissatisfaction, discontent or unhappiness with an action, decision or omission within the control or responsibility of Colbrow Care in the delivery of administration, nursing, care and support services and includes an unresolvable problem or dispute. Complaints may be in writing or verbal.

Grievance:

A complaint to be investigated according to formal complaint process. This includes complaints that are not able to be resolved through informal processes or mediation, and matters relating to allegations of misconduct where disciplinary action against a staff member may be an outcome of the investigation.

High Risk Complaint:

A complaint that has the potential to involve significant risk to Colbrow Care or its staff. A significant risk means a high probability that is likely to create an impact of some size financially, physically and/or to the health and welfare of staff.