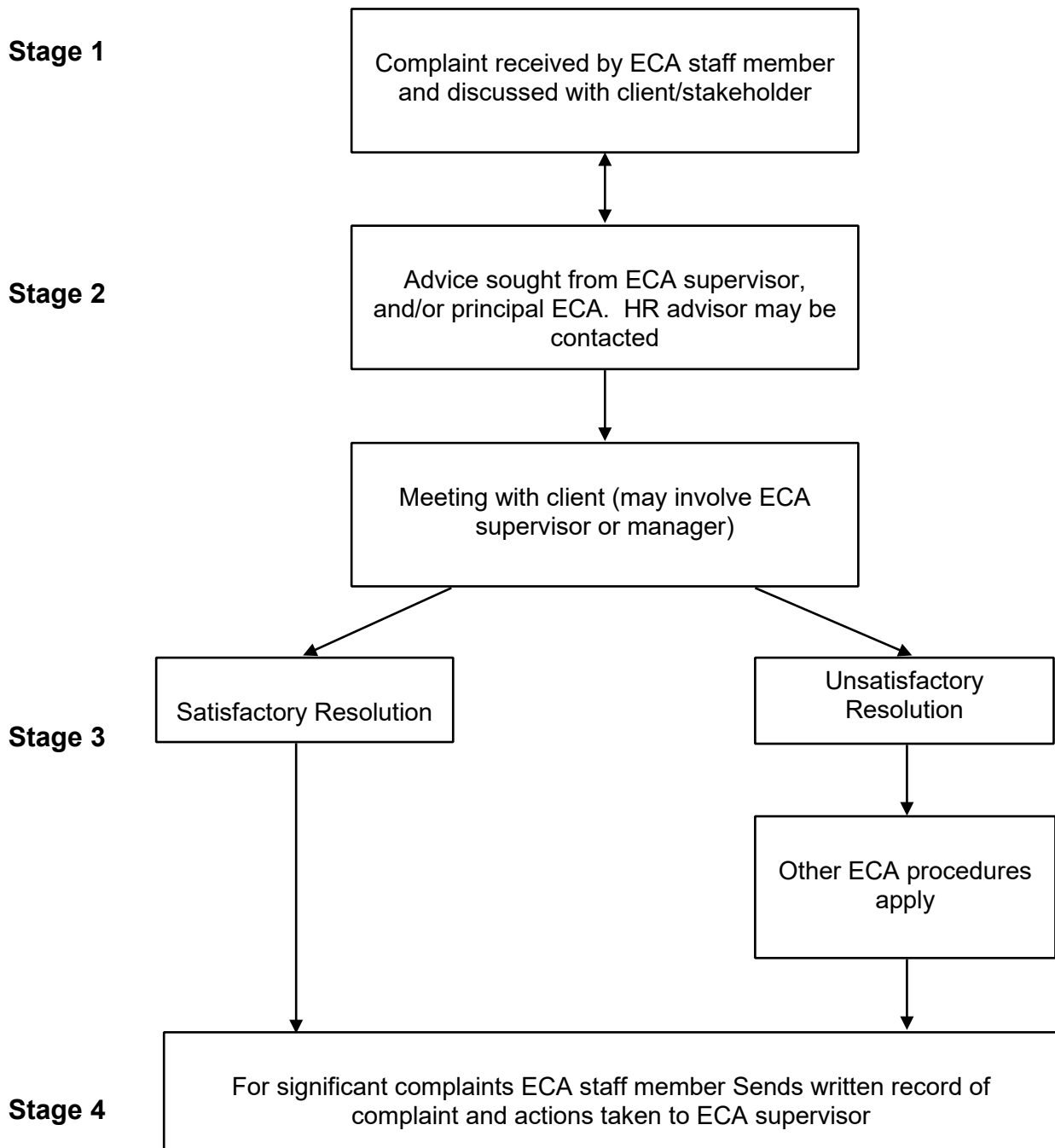


Complaint and Appeals Procedure

Figure 1

Complaint handling procedure





Complaint and Appeals Procedure

Purpose: This form is to be used to record details of complaints from clients or stakeholders about ECA service provision. Part A can be completed by the person lodging the complaint (complainant) or by an ECA staff member. Part B is used to record action taken to address the complaint.

Part A:

Complainant: _____ **School/Element:** _____

Date: _____ **Campus:** _____

Details of the Complaint:

Part B:

Describe the potential solution/outcome discussed between ECA and client/stakeholder:

Agreed timeframe for implementation of solution/outcome:

Complaint Reported to:

Name: _____ **Position:** _____

Contact Number: _____ **Date Complaint Received:** _____

Review Record:

Evaluate the effectiveness of the solution, and outcomes:

Note: Review is to be undertaken one month from date of initial complaint.

Retain this form locally, and forward a copy of forms to the Deputy Director, Planning and Quality following completion of the local action required.