****If you do not have a computer system that you share, you can use a manual process to gather the same sorts of information. A sample of a complaint recording sheet and a sample of how it is used is provided below.

**Sample: Complaint recording sheet**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Your name:** | | | **Phone or email contact details of person** | | |
|  | **Complainant name:** | | |  | | |
| **Complaint**  **type**  (please tick) | **Description** | **Response**  **action** | **Status**  (please tick) | | **Date**  (dd/mm/yy) | **Complainant**  **satisfaction**  (please tick) |
| * Abuse * Conduct * Environment * Financial * Harm * Neglect * Physical * Restrictive   Practice | What happened?  Who did it happen to?  When did it happen?  (do not ask why something happened or investigate it yourself unless directed) | What did you do about it  Write updates on separate  lines | * Investigating * Investigation   complete   * Action proposed * Action * complete * Resolved * Unresolved | |  | * Very satisfied * Satisfied * Neither * Not satisfied * Escalating |
| 1.Basic details |  | | | | | |
| 2.Update |  | | | | | |

**Sample: record of complaint**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Your name:** Alison Rose | | | **Phone or email contact details of person** | | |
| 10 Aug 2017 | **Complainant Name:** Mary Jones | | | mary@info.com.au | | |
| **Complaint**  **type**  (please tick) | **Description** | **Response**  **action** | **Status**  (please tick) | | **Date**  (dd/mm/yy) | **Complainant**  **satisfaction**  (please tick) |
| * Abuse * Conduct * Environment * Financial * Harm * Neglect * Physical * Restrictive   Practice | What happened?  Who did it happen to?  When did it happen?  (do not ask why something happened or investigate it yourself unless directed) | What did you do about it  Write updates on separate  Lines below | * Investigating * Investigation   complete   * Action proposed * Action * complete * Resolved * Unresolved | | 11 Feb 2017 | * Very satisfied * Satisfied * Neither * Not satisfied * Escalating |
| 1.Basic details | Mary Jones was walking through the Foyer yesterday and tripped on a run on the floor. Mary did not detect the rug was loose. Mary feel to the ground and hurt her arm. Mary went to the Doctor and her wrist is broken. Mary wants to know why the rug was loose, and if we will pay her medical bills. Manager Fred Smith spoke to Mary at the time and will call again Mary today. | | | | | |
| 2.Update | Fred Smith spoke to Mary and apologised for the incident. He advised her the rug has been secured with anti-slip matting and he does not know why it was missing as all other mats are secured. Mary has been advised to submit her medical bills to the finance department for payment. She does not want to take any further action. | | | | | |