## NDS LogoStandard 4 supporting resource

## Complaints register instructions

The complaints resource includes three excel spreadsheets, each with a different function. They are:

* The complaints register which provides a central record for any complaints received.
* The complaints mapping spreadsheet which captures information about the type of complaint to help identify trends or patterns in complaints that may reflect service gaps or training requirements.
* The data validation sheet that manages the dropdown menus that are used in the register and mapping tools.

**Complaints register**

Every time a complaint is received it should be recorded. The register has dropdown menus to make the process faster and easier to use and support a consistent approach by staff. The dropdown menus include complaint type, status and complainant satisfaction. It includes space to link to documents that might relate to the complaint and can be used where document permission restrict access to authorised persons only. This protects the privacy of anyone involved in the complaint. The register does not ask you to record why something happened as this is usually a matter for a review or investigation, and care must be taken not to breach that process.

A screenshot of the complaint register is provided in the next page.



**Complaints mapping tool**

The mapping tool serves as a database to collect and analyse complaint information. The use of dropdown menus allows information to be added quickly and consistently to the register. Over time, information about the nature complaints may identify areas that need to be improved. For example, if all the complaints were by women in one particular location, or multiple complaints about wheelchair access.

The following screenshot shows the complaint mapping tool and the range of complainants.



**Data validation**

The data validation spreadsheet holds all of the lists that appear in the dropdown menus.

Items can be added to the list by inserting a cell into the existing list. New lists can also be created using the data validation tools in excel. If you are not familiar with this process google “create drop down list in Excel” and you find step by step instructions.

The screenshot below shows that data lists for the complaints register and the dropdown menu for ‘Age’ is highlighted.

