



Beloved Care 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)
<input type="checkbox"/> Abuse <input type="checkbox"/> Conduct <input type="checkbox"/> Environment <input type="checkbox"/> Financial <input type="checkbox"/> Harm <input type="checkbox"/> Neglect <input type="checkbox"/> Physical <input type="checkbox"/> 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	<input type="checkbox"/> Investigating <input type="checkbox"/> Investigation complete <input type="checkbox"/> Action proposed <input type="checkbox"/> Action complete <input type="checkbox"/> Resolved <input type="checkbox"/> Unresolved		<input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither <input type="checkbox"/> Not satisfied <input type="checkbox"/> Escalating
1.Basic details					

2.Update	
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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)
<input type="checkbox"/> Abuse <input type="checkbox"/> Conduct <input checked="" type="checkbox"/> Environment <input type="checkbox"/> Financial <input type="checkbox"/> Harm <input type="checkbox"/> Neglect <input type="checkbox"/> Physical <input type="checkbox"/> 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	<input checked="" type="checkbox"/> Investigating <input type="checkbox"/> Investigation complete <input type="checkbox"/> Action proposed <input type="checkbox"/> Action complete <input type="checkbox"/> Resolved <input type="checkbox"/> Unresolved	11 Feb 2017	<input type="checkbox"/> Very satisfied <input checked="" type="checkbox"/> Satisfied <input type="checkbox"/> Neither <input type="checkbox"/> Not satisfied <input type="checkbox"/> 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.
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