

GRIEVANCE REGISTER

A record or register will be maintained by the Service outlining the nature of the complaint, the complainant, date the complaint has been brought to the **Approved Provider's or Nominated Supervisor's** attention and action taken to resolve the complaint.

Name of Person Dealing With Complaint

Date Grievance was received:

Name of Grievant:

Nature of Grievance:

Outcome of Grievance:

Task	Date Started	Date Complete	Completed By	Signature
Send letter of receipt when written grievance received				
Discuss grievance with grievant (within 24 hours of verbal or written complaint)				
Investigate grievance				
Communicate the result of the investigation to the grievant (within 7 working days of receiving verbal or written complaint)				
Document the investigation and outcome (Do not include details in the file of any staff member involved unless a disciplinary action has been undertaken.)				
Offer external review to the grievant				
Send questionnaire to grievant				
Track complaints to rectify recurring issues within our Service				