

Sample complaint file register



Systems, policies and procedures

STANDARD 6



Effective complaints management

Criteria 6.1

The entity's Complaints Handling Policy outlines the roles and responsibilities, approaches to dealing with different types of complaints, reporting obligations and record keeping requirements.

Indicator

6.1.6 Abuse complaints, incidents, allegations, disclosures, concerns and referrals are recorded, and confidential information is stored, protected and retained according to the Privacy Act, and for 50 years

Sample complaint file register

The following is an example of a Complaint File register – a register of this type would be stored confidentially and only accessible to delegated persons. The register helps to ensure that records are retained and disposed of in accordance with requirements.

File ID	Open date	Close date	Status	Destruction due date	Destruction actual date	Signed
1972-01	2/03/1980	15/11/1982	Closed	15/11/2032		
1975-02	7/05/1990	29/07/1996	Closed	07/02/2046		
1962-03	16/04/1994	07/05/1997	Closed	07/05/2047		
1986-04	06/08/2001	30/10/2001	Closed	30/10/2051		
1974-05	03/12/2006	24/04/2012	Closed	24/04/2062		
1990-06	14/10/2012		On-going support			