## ***Use this template to help develop a Complaints and Allegations Policy for your organisation*.**

Complaints Management

Complaint Policy Template

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| Title |  |
| IntroductionDescribe policy intent and listwho the policy applies to |  |
| Reporting ObligationsIdentify any reporting obligations and list relevant legislation |  |
| Types of complaintsList what should be reported |  |
| Responsible workersIdentify who to report to |  |
| Making a complaintIdentify who can make a report |  |
| Complaint processList the step-by-step actions to be taken once a complaint has been made |  |
| Privacy and ConfidentialityList how you maintain the privacy and confidentiality of those involved |  |
| Communication and support for stakeholdersExplain how you will inform workers about your policy and tell them about their obligations |  |
| Review dateSet a date to review and update this policy |  |