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

Complaints Management

Complaint Policy Template

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| --- | --- |
| Title |  |
| Introduction  Describe policy intent and list who the policy applies to |  |
| Reporting Obligations  Identify any reporting obligations and list relevant legislation |  |
| Types of complaints  List what should be reported |  |
| Responsible workers  Identify who to report to |  |
| Making a complaint  Identify who can make a report |  |
| Complaint process  List the step-by-step actions to be taken once a complaint has been made |  |
| Privacy and Confidentiality  List how you maintain the privacy and confidentiality of those involved |  |
| Communication and support for stakeholders  Explain how you will inform workers about your policy and tell them about their obligations |  |
| Review date  Set a date to review and update this policy |  |