

**TOOWOOMBA DIOCESE**

**RECEIVING and RECORDING a COMPLAINT FORM**

**14 April 2023**

The Diocese takes a zero tolerance approach to all forms of abuse against a child, young person or adult at risk. Accurately recording details of a complaint and the complainant is an important step toward ensuring that the complaint will be properly investigated and responded to with appropriate resolution for the complainant and improvements to processes.

When receiving a complaint:

1. listen with care and attention;
2. accept the account of the person lodging the complaint;
3. assure the person that their complaint will be investigated and that they will receive a response;
4. explain that support is available if needed and that the information they provide will be kept securely and shared only with people necessary to investigate and respond to their complaint.

*If you form the reasonable belief as you listen to the complainant that a child or young person is in imminent danger or risk of being abused, contact Qld Police immediately (phone 000).*

Generally, this form would be completed following a conversation about a complaint, not during.

**The primary purpose of the Form is to help you capture the information entrusted to you while it is still fresh in your mind.** *If you need assistance with this form, please contact the Diocesan Safeguarding and Professional Standards Ministry Office (4638 1379 or 0408 459 045).*

1. **About receipt of the complaint:**

|  |  |
| --- | --- |
| Date received: | Time received: |
| How was the information received: *(please tick)*  In person 🞏 Phone 🞏 Email 🞏 Letter 🞏  *Attach any written information to this Form (e.g. a letter, printed email, or notes)* | |

1. **Details of the Person lodging the complaint:**

|  |  |  |
| --- | --- | --- |
| Name: *First name: Family name:* | | |
| Address: *(street, town and postcode)* | | |
| Phone: | Mobile: | Email: |
| Relationship to the Diocese and involvement in the behaviour giving rise to the complaint: | | |

1. **Details of the complaint**

|  |
| --- |
| *As far as possible, use the ‘exact words’ of the person lodging the complaint. Include the date(s), time(s) and location(s) of the behaviour that gave rise to the complaint. Include the names of possible witnesses, if known.*  *(Please continue on the next page …)* |

1. **Details of the person completing this form** (yourself!)

|  |  |
| --- | --- |
| Name: *First name* | *Family name* |
| Address: *(street, town, postcode)* |  |
| Phone: Home | Phone: Work |
| Mobile: | Email: |
| Position in the Parish or Diocese: | Priest 🞏 Parish Leader 🞏  Parish Safeguarding Contact 🞏  Parish Council Chair 🞏 or Member 🞏  Pastoral Associate 🞏 Parish Secretary 🞏  Diocesan Ministry or Agency 🞏 |
| Form completed: *Date* | *Time* |
| Complaint Form given to: | Position in Parish/Diocesan Ministry: |
| *Signature:* | *Full Name:* |