|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ToowoombaDiocese | **Diocese of Toowoomba**  **PARISH REGISTER of COMPLAINTS received: Parish Name** ……………………………………………………………………………………  This **Complaints Register** is to be used in conjunction with the ***Receiving and Recording a Complaint Form***, which provides space for a more detailed record. Completed copies of that Form and any other material relevant to complaints are to be held in a secure filing system. Complaints are to be notified to the Diocesan Safeguarding Ministry Office each six months, or earlier if the matter is significant or urgent. | | | | | | | | | | *In use from 14 April 2023 …* |
| **Complaint identifier** | | **Date lodged** | **Method of lodgement** | **Complainant name** | **Contact details** | **Locations of files** | **Brief description of complaint** | **Brief record of actions & resolution** | **Date of resolution** | **Date notified**  **to**  **complainant** | **Date referred to DSM Office** |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
| ToowoombaDiocese | **Diocese of Toowoomba**  **MINISTRY REGISTER of COMPLAINTS received: Diocesan Ministry Name** ………………………………………………………….  This **Complaints Register** is to be used in conjunction with the ***Receiving and Recording a Complaint Form***, which provides space for a more detailed record. Completed copies of that Form and any other material relevant to complaints are to be held in a secure filing system. Complaints are to be notified to the Diocesan Safeguarding Ministry Office each six months, or earlier if the matter is significant or urgent. | | | | | | | | | | *In use from 14 April 2023 …* |
| **Complaint identifier** | | **Date lodged** | **Method of lodgement** | **Complainant name** | **Contact details** | **Locations of files** | **Brief description of complaint** | **Brief record of actions & resolution** | **Date of resolution** | **Date notified**  **to**  **complainant** | **Date referred to DSM Office** |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
| ToowoombaDiocese | **Diocese of Toowoomba**  **COUNCIL REGISTER of COMPLAINTS received: Diocesan Council Name:** ………………………………………………………………………  This **Complaints Register** is to be used in conjunction with the ***Receiving and Recording a Complaint Form***, which provides space for a more detailed record. Completed copies of that Form and any other material relevant to complaints are to be held in a secure filing system. Complaints are to be notified to the Diocesan Safeguarding Ministry Office each six months, or earlier if the matter is significant or urgent. | | | | | | | | | | *In use from 14 April 2023 …* |
| **Complaint identifier** | | **Date lodged** | **Method of lodgement** | **Complainant name** | **Contact details** | **Locations of files** | **Brief description of complaint** | **Brief record of actions & resolution** | **Date of resolution** | **Date notified**  **to**  **complainant** | **Date referred to DSM Office** |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
| ToowoombaDiocese | **Diocese of Toowoomba**  **COMMISSION REGISTER of COMPLAINTS received: Diocesan Commission Name:** ………………………………………………………  This **Complaints Register** is to be used in conjunction with the ***Receiving and Recording a Complaint Form***, which provides space for a more detailed record. Completed copies of that Form and any other material relevant to complaints are to be held in a secure filing system. Complaints are to be notified to the Diocesan Safeguarding Ministry Office each six months, or earlier if the matter is significant or urgent. | | | | | | | | | | *In use from 14 April 2023 …* |
| **Complaint identifier** | | **Date lodged** | **Method of lodgement** | **Complainant name** | **Contact details** | **Locations of files** | **Brief description of complaint** | **Brief record of actions & resolution** | **Date of resolution** | **Date notified**  **to**  **complainant** | **Date referred to DSM Office** |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
|  |  | | In person  Phone  Email  Letter  |  | Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |