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| 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 …* |
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|  |  | In person Phone Email Letter  |  | Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
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| 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** |
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|  |  | In person Phone Email Letter  |  | Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |
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| 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 …* |
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