

Nagle College Complaint Form

1. DETAILS OF COMPLAINANT	
Family name	
Given name(s)	
Contact details	
Relationship to Nagle (i.e. student/ staff member/ parent/caregiver/member of the public)	

2. DETAILS OF THE TAKING OF THE COMPLAINT	
Date complaint was taken	
Complaint received by	

3. THE COMPLAINT BEING MADE	
The complaint is about:	
The event that took place:	
When did the event take place?	
Names of witnesses to the event	
Main concern(s):	
Please attach an additional page if space is insufficient. You may also attach further documentation if you wish.	

4. PLEASE GIVE DETAILS OF THE OUTCOME THAT IS BEING SOUGHT	
The complaint is about:	

5. HAS THE COMPLAINT BEEN PREVIOUSLY RAISED WITH A STAFF MEMBER?	
No	
If yes, when?	
Who dealt with the matter?	
What was the result?	

6. FOR MATTERS WHICH ARE RESOLVED AT INTAKE	
DETAILS OF ADVICE GIVEN AND/OR ACTION TAKEN	
Immediate resolution: (Person taking the call at Front desk has been able to resolve concern)	
Assisted resolution: (Teacher/Co-ordinator able to resolve concern)	
Investigation: (Steps taken to resolve concern)	
Mediation:	
Intervention:	
College improvement:	

7. OUTCOME	
Detail of outcome:	

8. DETAILS OF COMPLAINT HANDLER	
Date matter finalised:	
Name of complaint handler:	
Signature of complaint handler:	

9. FOR MATTERS WHICH REQUIRE FURTHER ACTION	
Date of referral:	
Referred to:	
Referred by:	
Signature of person making the referral:	