

STEP AHEAD TRUST MEMBER'S COMPLAINT FORM

How to complete this form.
Please fill out the first page of this form as fully as possible. If you need assistance, please ask a staff member or an independent advocate.
Place the completed complaint form in an envelope. Write formal complaint on the envelope and give it/post or email to the Office Administrator or CEO. info@stepahead.org.nz

Date of Complaint: _____ Received by _____

Name of person making the complaint: _____

Nature of the complaint: This complaint is about (please tick the appropriate box)

- | | |
|--|--|
| <input type="checkbox"/> Another member(s) | <input type="checkbox"/> A staff member (please give this complaint to the CEO to deal with) |
| <input type="checkbox"/> The Step Ahead Programme | <input type="checkbox"/> Facilities at Step Ahead |
| <input type="checkbox"/> The Trust Board (or a Trust Board member) | |
| <input type="checkbox"/> Other Specify _____ | |

Details of the complaint: _____

I have discussed this complaint with: _____

To put the situation right for me, I would like this to happen: _____

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Please turn over for the Step Ahead CEO (or delegate) to record action taken regarding this complaint.

OFFICE USE: Date complaint received by CEO (delegate): _____

Complaint investigated Y N Date: _____

Result of investigation: _____

Action taken: _____

Result Communicated to the persons involved in this complaint:
By whom: _____ Date: _____

Any further comments / recommendations / actions: _____

Complaint form returned to member: A copy of this form placed in the personal files of the main people involved in the complaint: Date: _____

Process completed: Signed by CEO: _____