

U3A BROADBEACH INC

WRITTEN COMPLAINT REPORT

Date complaint was received	
Name of CHPs designated to resolve the complaint	
Contact details of complainant	
Was the complainant given a copy of the complaint handling policy?	
Nature of complaint	
Action taken to investigate the complaint	
Date of meeting of CHP with the complainant	
How was the complaint resolved?	
Has the agreed action been carried out?	
Date report was sent to the complainant.	

FOR THE MANAGEMENT COMMITTEE

Does the complaint indicate a recurring or systemic issue or that the complaint is significant?

If yes:

(a) Date management committee was notified

(b) What action was decided to be taken to ensure the issue does not recur?

The complainant is asked to sign this form if he/she agrees that the matter has been resolved.

Signature :

Date: