

STANDARD 6



Effective complaints management

Processes for raising concerns and complaints are responsive, understood, accessible and used by children, families, carers, communities and personnel

- 6.1.7 A process is in place to record all child abuse complaints, incidents, allegations, disclosures, concerns and referrals. The system must be secure so that confidential information is stored, protected and retained for 50 years [refer to Indicator 1.6.2].**

Sample Complaint File Register

The following is an example of a Complaint File register – a register of this type would be stored confidentially and only accessible to delegated persons. The register helps to ensure that records are retained and disposed of in accordance with requirements.

File ID	Open Date	Close Date	Status	Destruction Due Date	Destruction Actual Date	Signed
1972-01	12/03/1980	15/11/1982	Closed	15/11/2032		
1975-02	27/05/1990	29/07/1996	Closed	07/02/2046		
1962-03	16/04/1994	07/05/1997	Closed	07/05/2047		
1986-04	06/08/2001	30/10/2001	Closed	30/10/2051		
1974-05	03/12/2006	24/04/2012	Closed	24/04/2062		
1990-06	14/10/2012		On-going support			