**Template for recording complaints made under   
CISS and/or FVISS**

Schools and services **must** ensure that any copies of this template and the information in this template are stored in a secure location that can only be accessed by school and service leaders, and authorised staff.

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| Recording complaints | | | | | |
| Date the complaint was made: | |  | Date the complaint was received: | |  |
| Details of the person who received the complaint | | | Details of the person who made the complaint | | |
| Name: |  | | Name: |  | |
| Organisation: |  | | Organisation: |  | |
| Position title: |  | | Position title: |  | |
| Email: |  | | Email: |  | |
| Phone: |  | | Phone: |  | |
| The complainant is a (tick all that apply): | | | | | |
| Information Sharing Entity (ISE) including Risk Assessment Entity (RAE)  Third party  Child or family member | | | Victim survivor of family violence  Perpetrator or alleged perpetrator  Adolescent using or at risk of using family violence | | |
| Complaint details | | | Actions taken | | |
| Provide a summary of the complaint: | | | Detail actions taken to address the complaint: | | |
|  | | |  | | |
| Outcome | | | | | |
| Has the complaint been resolved? | Yes | | Is there necessary action that has been taken to prevent, or lessen, the risk of further similar complaints? | No | |
| No. Briefly detail what action was taken. | | Yes. Briefly detail what action has been taken. | |
| How much time did it take to resolve the complaint? | | | |  | |

An organisation must be an ISE to request, share or receive information under CISS. If you are unsure about the ISE status of an organisation, visit the **ISE List** <[www.vic.gov.au/ise-list-search](https://www.vic.gov.au/ise-list-search)>.

This template is an extract from the *Information Sharing and Family Violence Reforms – Guidance and Tools* <[www.vic.gov.au/information-sharing-guidance-and-tools](http://www.vic.gov.au/information-sharing-guidance-and-tools)>, published by the Department of Education.