**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.