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| --- | --- | --- | --- | --- | --- | --- |
| **Date:** | **Your name:** | | | **Kyeema Complaints Register number:** | | |
|  | **Participant name:** | | | **Contact details:** | | |
| **Complaint**  **type**  (please tick) | **Description**  Write responses below in:  1. Basic details | **Response Action**  Write responses below in:  2. Update | **Status**  (please tick) | | **Date**  (dd/mm/yy) | **Complainant**  **satisfaction**  (please tick) |
| * Abuse * Conduct * Environment * Financial * Harm * Neglect * Physical * Restrictive   Practice   * Communication Issue | What happened?  Who did it happen to?  When did it happen?  (do not ask why something happened or investigate it yourself unless directed) | What did you do about it  Write updates on separate  lines | * Investigating * Investigation   complete   * Action proposed * Action * complete * Resolved * Unresolved | |  | * Very satisfied * Satisfied * Neither * Not satisfied * Escalating |
| 1. **Basic details** |  | | | | | |
| 1. **Update** |  | | | | | |