

# Complaint Resolution agreement form to record ongoing actions

This form is designed to record agreements made between parties in good faith to resolve a complaint, and is not intended to be a legally binding document.

The agreed ongoing actions are part of the commitment to resolving complaints and improving services for consumers.

It can be used by anyone wanting to resolve a complaint where there are ongoing actions beyond a resolution meeting.

The benefits of using the agreement form include:

1. The focus on the consumer/complainant so they can leave the resolution meeting knowing what will happen and when;
2. A shared understanding of what has been agreed to as all parties take away the same information;
3. An instant and easy record of the meeting outcomes.

Instructions on use:

Place the cardboard divider at the end of the 3 copies for each agreement.

Fill out the details and tear off when completed.

# complaint resolution agreement for ongoing actions

a copy is to be provided to all parties

Consumer		
Complainant	(if a person is making the complaint on behalf of a consumer)	
Provider		
Action/s	(Describe the agreed action/s to take place after the meeting including when they will be done)	
Date for reporting back to consumer/complainant		
<p>This is the agreed date for when the action/s are to be completed by and reported on. Even if one or more actions haven't been completed by the specified date, the provider agrees to communicate in writing (to the consumer with a copy to an advocate or other person nominated by the consumer) by the agreed date providing an update or progress report as well as a new date to report the completion of the action/s.</p>		
Copy to (optional)		
Signed by	Date	
(provider)	(consumer/complainant)	(other)