*This document assists Residential Service Providers in tracking all complaints received to inform continuous improvement activities.*

| **Date received** | **Complainant Type** | **Complaint Issue** | **Persons Involved** | **Complaint Requested Remedy** | **Outcome/Action Taken** | **Policy / Procedures Affected** | **Date closed** | **Person’s Notified** | **Further Action to Consider** | **Follow up with Complainant** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *21.2.12* | *Resident* | *Stolen property* | *Resident AJ*  *Resident DK*  *Staff RL* | *Items to be returned or replaced by DK or program* | *Room search completed, statements from all involved,*  *Repayment of stolen items by DK*  *Updated POC treatment plan* | *14.1 Rights and Responsibilities*  *15.3 Respect for others property* | *28.2.12* | *Notified CAS Worker and probation officer* | *Residents being able to go into other residents’ rooms without permission* |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |