



Houston House
165A Russell Street
Toowoomba QLD 4350
P: 0746379045
F: 0746421410
E: houstonhousepsychology@gmail.com

Complaint and Grievance Form

All organisations will need to handle complaints from time to time. These grievances or complaints can occur in a variety of forms and between various parties. Disputes can occur between staff, between staff and management, between management and management, between client and worker and vice versa.

A grievance is a statement by an employee, or by a client of a work-related problem, concern or complaint. Grievances can range from the very minor and easy to resolve, to the extremely serious, which may involve formal disciplinary action

Houston House takes complaints seriously and would like to make every effort possible to ensure that the well-being and safety of all people involved are maintained. This form was made to collect information to aid the resolution process. If further information will be also be accepted attached to this form.

Name of person completing the form and making the complaint:

When did the grievance occur?

Who or what is the grievance about? Please be factual and use dot points to minimise confusion.

Where did the grievance occur?

Were there are informal processes that occurred to remedy the situation?

This document is commercial-in-confidence. The recipient of this document agrees to hold all information presented within as confidential and agree not to use or disclose, or allow to use or disclosure of the said information to unauthorized parties, directly or indirectly, irrespective of the acceptance or rejection of the presentation or at any time before, during or after an agreement has been reached, without prior written consent.

What impact has this had upon you?

If applicable, please identify any witnesses or person/s that witnessed the event/s?

Please provide your best address or email for further communication. We may need to seek clarification and contact will be made to focus on a resolution.

What happens next? Houston House takes complaints seriously. Please expect a response within 10 working days if not sooner. Someone from Houston House will contact you or possibly an external mediator will be used to ensure the needs of everyone are met. Houston House thanks you for completing this form and if you have any further questions please do not hesitate to contact us on the email provided in the letter-head.

This document is commercial-in-confidence. The recipient of this document agrees to hold all information presented within as confidential and agree not to use or disclose, or allow to use or disclosure of the said information to unauthorized parties, directly or indirectly, irrespective of the acceptance or rejection of the presentation or at any time before, during or after an agreement has been reached, without prior written consent.