# Template for recording complaints made under CISS and/or FVISS

Record keeping template for complaints made under the Child Information Sharing Scheme (CISS) or the Family Violence Information Sharing Scheme (FVISS)

Information sharing entities (ISEs) must meet record keeping requirements if a complaint is made about information sharing under CISS or FVISS.

This template provides an example of how to record a complaint received by an ISE when performing their information sharing functions under Part 6A of the Child Wellbeing and Safety Act 2005 OR Part 5A of the Family Violence Protection Act 2008. Record keeping requirements that are mandatory under the schemes are marked with an asterisk (\*).

This template is not mandatory and is a guide. This document does not replace the need to refer to the CISS and FVISS Ministerial Guidelines for information on complaints.

This template can be used in conjunction with the Complaints checklist.

This template can be used if:

* a complaint is made directly to the ISE, and
* the complaint relates to how the ISE has performed its information sharing function under:
  + [Part 6A of the Child Wellbeing and Safety Act 2005](https://www.legislation.vic.gov.au/in-force/acts/child-wellbeing-and-safety-act-2005/031); or
  + [Part 5A of the Family Violence Protection Act 2008](https://www.legislation.vic.gov.au/in-force/acts/family-violence-protection-act-2008/053).

For examples of the types of complaints ISEs may receive please see the Complaints checklist.

ISEs can adapt this template for use in their organisation and are not legally required to use this form to record complaints.

N.B Text between double asterisks should be removed when using this template

## Template for recording complaints made under CISS and/or FVISS

Date the complaint was made\*:

Date the complaint was received\*:

**Details of the person who received the complaint:**

* Name:
* Organisation:
* Role Title:
* Contact Number:
* Email:

**Details of the person or organisation that made the complaint.**

The complainant is a:

Information Sharing Entity (ISE) or Risk Assessment Entity (RAE)

Third party

Child or family member

Victim survivor of family violence

Perpetrator or alleged perpetrator (under FVISS you do not need to have sought consent to share the information of a perpetrator or alleged preparator of family violence. Please seek further guidance from your organisation on how to respond to a complaint made by a perpetrator or alleged perpetrator.)

Details of the complainant:

* Name:
* Organisation (if applicable):
* Role Title (if applicable):
* Contact Number:
* Email:

Details of the complaint:

* What was the nature of the complaint? (provide a summary of the complaint including any relevant details)\*

\*\*The nature of the complaint and relevant details must be recorded. An example of a complaint may be that your organisation did not respond to an information sharing request from another ISE in a timely manner.\*\*

* Action taken to address the complaint:

\*\*Any action that was taken to resolve the complaint must be recorded. \*\*

* If the complaint could not be resolved, what action was taken?\*

\*\*If the ISE was unable to resolve the complaint, any further action (if any) that was taken must be recorded. \*\*

* How much time did it take to resolve the complaint?\*

\*\*The time taken to resolve the complaint must be recorded. Your organisation should acknowledge and respond to concerns or complaints in a timely and respectful manner. \*\*

* Is there necessary action that has been taken to prevent, or lessen, the risk of further similar complaints?\*

\*\*Any necessary action that has been taken to prevent or lessen the risk of further similar complaints, by addressing the reasons for the complaint, must be recorded. For example, if the complaint related to the timeliness of a response to an information sharing request from another ISE, the ISE receiving the complaint may have taken action to review and update its protocols for responding to requests under CISS/FVISS. \*\*