

Complaint Intake Resolution and Outcome Record

COMP-FRM-001 | Incident Complaints and Safeguarding System

Version	1.0 - Approved
Owner	Shantell Sydenham - Director
Approved by	Shantell Sydenham - Director
Approval / effective date	28 July 2026 Next review: 28 July 2027, or earlier following material change
Status	Active - approved worker issue

Complaint

Date / complainant / anonymous option

Affected participant / communication support

Issues and preferred outcome

Consent / advocate / contact preference

Assessment

Immediate safety / safeguarding / incident link

Conflict / resolver / procedural fairness

Acknowledgement and update plan

Resolution

Evidence and actions

Outcome / reasons / remedy or apology

Every participant has a story. Our role is to walk beside them as the next chapter unfolds.
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External review options provided

Follow-up / satisfaction / improvement / closure

Do not delay immediate safety action. The Director must verify whether external notification is required for the provider's current unregistered status.