



complaints record keeping

What records you should keep?

Your business should keep accurate and up to date records of all complaints, the action you have taken, the decisions made and the outcome (Standards Australia, 2014)

Make sure that your business:

- Has a process for identifying, gathering, maintaining, storing and disposing of records
- Records each complaint and keeps these records
- Records complaint handling training for staff members who deal with complaints
- Has criteria for responding to requests for records and relating to publication of any records kept (Standards Australia, 2014)