



## Incidents, Complaints and Compliments Form (ICCF)

This form is to be used for formally reporting all incidents, complaints or compliments relating to any staff or representatives of EFRA and/or any adults and children associated with ERFA projects. Please forward completed form via email to [CEO@erf.org.au](mailto:CEO@erf.org.au) or via post: Chief Executive Office, PO Box 130, Virginia BC QLD, 4014

<input type="checkbox"/> Incident	<input type="checkbox"/> Complaint	<input type="checkbox"/> Compliment
Report Date:	Date incident occurred:	Time incident occurred:
Location where incident occurred:		
Does this relate to child welfare:	Yes / No If yes, refer to <a href="#">Vulnerable Adult and Child Safeguarding Reporting Form</a>	
Name and/or description of Persons/Property affected by incident:		D.O.B. or estimated age of person affected:
Other persons involved and their involvement, include any witnesses and phone number if possible (attach separate pages if required)	Name and/or description:	Involvement:
	Phone:	
	Name and/or description:	Involvement:
	Phone:	
Description of incident:	<i>Provide as much specific detail as possible of what has occurred and how it has been dealt with to date. If you require more space please use and attach additional pages.</i>	
Has this incident been reported or anyone else notified of the occurrence? Yes / No If yes, who?		
Name:	Phone:	Position/Relationship:
Name of person lodging report:		Signature:
Phone:		
Email:		
<i>For Office Use: Ensure this is logged in ERFA ICC Register</i>		
Date received:	ICC Reference number:	
Description of actions taken:		
Details of outcome:		
<i>Report deemed closed when signed. Name of authorised ERFA person:</i>		
Signature:	Position:	Date: