



COMPLAINT AND REPORT FORM

Branch Information

Branch Name : State :

****If parents (reporters) are not comfortable with the details that will be displayed, please kindly fill in the feedback form online where the information will be directly presented to the desk of the director and founder of LAFH Care Centre.**

PART A (Open Report)			
Reporter Name		Date of Complaint	
Form Opening Date		Phone No	
Date of Occurrence		Name of Student/ Joint Witness	
Incident location			
Statement/Report	(I enclose a picture/whatsapp screenshot/doctor's letter/others...)		
Signature	Reporter: Name: Date :	Report recipient : Name : Date :	
PART B (Action Plan)			
Proposed Case Settlement Period			
Action Plan :	1. 2. 3. 4. 5.		
Signature	Investigating Party (1): Name : Position : Date :	Investigating Party (2) : Name: Position : Date :	Reporter: Name: Date :

PART C (Action)													
Please Fill In													
PART D (CASE CLOSED)													
Disclaimer	I hereby confirm that the above action plan has been completed and all parties will not incur liability.												
Signature	<table> <tr> <td>INSPIRE Dept:</td> <td>Reporter :</td> <td>Report Recipient:</td> </tr> <tr> <td>Name :</td> <td>Name:</td> <td>Name:</td> </tr> <tr> <td>Position :</td> <td>Positon :</td> <td>Position:</td> </tr> <tr> <td>Date :</td> <td>Date :</td> <td>Date :</td> </tr> </table> <p><input type="checkbox"/> The attachment form has been submitted to INSPIRE Dept along with the attachment of supporting documents (whatsapp conversation/doc letter/etc)</p>	INSPIRE Dept:	Reporter :	Report Recipient:	Name :	Name:	Name:	Position :	Positon :	Position:	Date :	Date :	Date :
INSPIRE Dept:	Reporter :	Report Recipient:											
Name :	Name:	Name:											
Position :	Positon :	Position:											
Date :	Date :	Date :											

Guideline:

1. The reporter is the person who reports the incident that occurred whether the parents, teachers or principal of LAFH Care Centre.
2. The reporter is also not only subject to incidents that occur in the kindergarten branch only, if the reporter (parents) make a complaint via whatsapp or call it will be counted as a valid reporter/complaint. Please attach copies of supporting documents and complete the form.
3. The period to resolve the case will depend on the type of case reported. Each case will be given 24 hours to resolve but depending on the investigation process there are cases that will last for 2 - 3 weeks based on action, investigation phase and duration.
4. The investigator is not only subject to the principal only, the investigation will be done in stages and may involve the support department or the appointed party.