

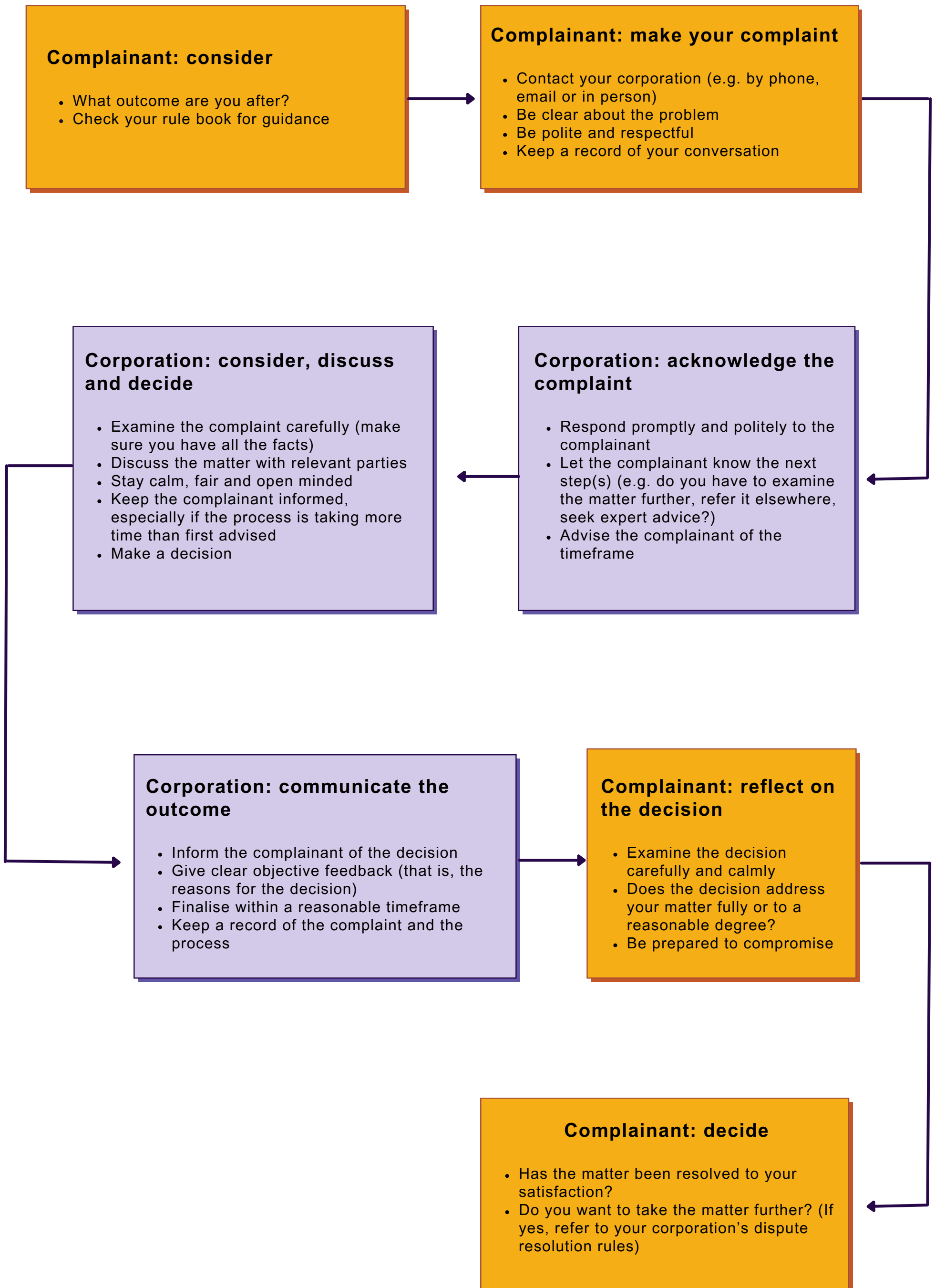
Complaints process



Purple House are an Indigenous-owned health service based in Alice Springs. Below is an example of their complaints process.

Notice how the process sets out the different steps that the person making the complaint (the 'complainant') should take, as well as those steps the corporation (the one being complained to) should take. Taking the complaint further, to ORIC (an 'outsider'), is given as a later step if the dispute cannot be resolved by 'insiders' within the organisation.

You can use the template on page 2 to create your own complaints process.





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