

## **Appendix K**

### ***Informal Complaints Tracking Log***

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Name of Regional Program

## Informal Complaints Tracking Log

July 1, 20\_\_ to June 30, 20\_\_

Complaint Date	Name of Individual with Complaint	Brief Description of Complaint	Resolution Date	Brief Description of Resolution

### Instructions for Completing Informal Complaints Tracking Log

Regional Programs are required to maintain a log of informal complaints that are brought to the regional program and how resolution of the concerns were adequately addressed without accessing the formal complaint, mediation or due process processes. Regional Programs should have procedures in place that identify who in the regional program: 1) must be informed of complaints/disagreements identified by parents, providers, other agencies; 2) is responsible for resolving the complaints; and 3) is responsible for maintaining the log.

An example of the type of information that should be documented is as follows:

Complaint Date	Name of Individual with Complaint	Brief Description of Complaint	Resolution Date	Brief Description of Resolution
6/14/07	Susan Jones	Concerned that her son is not getting physical therapy 1 time a week per Sam's physician's request	6/30/07	Conversation with Ms. Jones and her son's physician - described that PT consults with preschool teacher to incorporate suggestions into preschool activities as well as into to the home and other community settings. Dr agreed seemed appropriate and would like PT and Ms. Jones to review progress with him in 3 months.