

Type 1 Child Car Restraint Fitting Program Complaint and Procedure Form

All completed incident report forms should be sent to the attention of the Child Car Restraint Project Coordinator at roadwise@walga.asn.au.

Complaint procedure:

Incident report form submitted	Client, Type 1 Child Car Restraint Fitter or community member (Complainant) completes Incident Report Form and submits to the Child Car Restraint Project Coordinator (CCRPC) with any supporting documents at roadwise@walga.asn.au .
Form acknowledgement	CCRPC sends acknowledgement letter to Complainant.
Respondent contacted	CCRPC contacts the Type 1 Child Car Restraint Fitter or organisation/ individual to whom the incident report refers (Respondent), to advise them of the report and process.
Investigation	CCRPC investigates the report, and obtains any additional information required from the Complainant or Respondent.
Decision process	Proposed actions are discussed to confirm and a determination made in consultation with two nominated representatives from the Child Car Restraint Industry Advisory Group (CCRIAG).
Outcome	The Respondent is advised of the course of action by the CCRPC.

Incident and Contact Information

Incident date(s): _____

Location/forum: _____

Complainant name: _____

Email address: _____

Telephone number: _____

Description of incident (please use additional paper if required):

Please attach any supporting documents (tick items attached):

- Checking form
 Photographs
 Screen shots
 Other – please state



Fitter name/ ID: _____

Organisation: _____

Proposed action/s:

Decision:

CRRG member representatives – name, agency and signature

Representative 1: _____

Representative 2: _____

Comments: