Suggested complaint letter format

A report of a violation/complaint is form-free and can be sent by email. However, this is a suggested complaint/report letter format which can be used. This form should be completed (or adapted) by the person or organisation wishing to lodge a complaint with ICCO or through a third party. (All 'sensitive' complaints related to sexual exploitation and abuse, fraud and corruption and gross misconduct will be held securely and handled strictly in line with applicable reporting and investigation procedures.)

A: General data
Name of the person or organisation lodging the complaint_______________________
Male/Female ____________ Age___________

Address:______________________________________________________________
Tel: ________________________ email: ____________ ____________

Name of the person or organisation you wish to lodge a complaint against (if known):
Date of incident__________________ Time of incident____________________
Place of incident_____________________________________________________
Date of reporting ______________ Time of reporting_____________________

B: Brief description of the incident or concern
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

C: Name of witnesses (if any/ and if relevant) Supply the names of witnesses and where they can be contacted, if known;
_______________________________________________________________________________________
_______________________________________________________________________________________

D: Describe action taken.
If this is a complaint related to sexual exploitation and abuse, please provide detailed information regarding what medical assistance has been provided, what psychosocial care has been provided and whether a report has been made to the Police.
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
E: State what kind of response you expect from ICCO and how you wish to see the matter resolved

(Name)_________________                                                                         Signature: __________________________

Case referred to:______________________________                  Date: __________________________