

Type 1 Child Car Restraint Fitting Complaint and Procedure Form

All completed incident report forms should be emailed 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: _____

Phone 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

OFFICE USE ONLY – Incident Investigation

Type 1 Child Car Restraint Fitter name/ID: _____

Organisation: _____

Proposed action/s:

Decision:

CCRIAG Member Representatives

Representative 1

Name: _____

Agency: _____

Signature: _____

Comments: _____

Representative 2

Name: _____

Agency: _____

Signature: _____

Comments: _____

Child Car Restraint Project Coordinator

Date