


Complaints Register										
										
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Comments
02 Jan 15 00:00	03 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	s. 47F(1)	02 Jan 15 00:00	Clarification provided	03 Jan 15 00:00	s. 47F(1)
03 Jan 15 00:00	03 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		03 Jan 15 00:00	Clarification provided	04 Jan 15 00:00	
02 Jan 15 00:00	04 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		03 Jan 15 00:00	Clarification provided	04 Jan 15 00:00	
02 Jan 15 00:00	04 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		03 Jan 15 00:00	Clarification provided	04 Jan 15 00:00	
04 Jan 15 00:00	05 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		05 Jan 15 00:00	Clarification provided	05 Jan 15 00:00	
04 Jan 15 00:00	05 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		05 Jan 15 00:00	Clarification provided	05 Jan 15 00:00	
05 Jan 15 00:00	06 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		05 Jan 15 00:00	Clarification provided	05 Jan 15 00:00	
05 Jan 15 00:00	06 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		05 Jan 15 00:00	Clarification provided	05 Jan 15 00:00	
06 Jan 15 00:00	06 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		06 Jan 15 00:00	Clarification provided	06 Jan 15 00:00	
06 Jan 15 00:00	06 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		06 Jan 15 00:00	Clarification provided	06 Jan 15 00:00	
06 Jan 15 00:00	06 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		06 Jan 15 00:00	Clarification provided	06 Jan 15 00:00	
06 Jan 15 00:00	06 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		06 Jan 15 00:00	Clarification provided	06 Jan 15 00:00	
06 Jan 15 00:00	06 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		06 Jan 15 00:00	Clarification provided	06 Jan 15 00:00	
07 Jan 15 00:00	07 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		07 Jan 15 00:00	Clarification provided	07 Jan 15 00:00	
07 Jan 15 00:00	07 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		07 Jan 15 00:00	Clarification provided	07 Jan 15 00:00	
07 Jan 15 00:00	07 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		07 Jan 15 00:00	Clarification provided	07 Jan 15 00:00	
08 Jan 15 00:00	08 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		08 Jan 15 00:00	Clarification provided	08 Jan 15 00:00	
09 Jan 15 00:00	09 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		09 Jan 15 00:00	Clarification provided	09 Jan 15 00:00	
09 Jan 15 00:00	09 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		09 Jan 15 00:00	Clarification provided	09 Jan 15 00:00	

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09 Jan 15 00:00	09 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	09 Jan 15 00:00	Clarification provided	09 Jan 15 00:00
09 Jan 15 00:00	09 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	09 Jan 15 00:00	Clarification provided	09 Jan 15 00:00
09 Jan 15 00:00	09 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	09 Jan 15 00:00	Clarification provided	09 Jan 15 00:00
09 Jan 15 00:00	10 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	10 Jan 15 00:00	Clarification provided	11 Jan 15 00:00
10 Jan 15 00:00	10 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	10 Jan 15 00:00	Clarification provided	11 Jan 15 00:00
10 Jan 15 00:00	10 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	10 Jan 15 00:00	Clarification provided	11 Jan 15 00:00
11 Jan 15 00:00	11 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	11 Jan 15 00:00	Clarification provided	13 Jan 15 00:00
11 Jan 15 00:00	11 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	11 Jan 15 00:00	Clarification provided	13 Jan 15 00:00
11 Jan 15 00:00	11 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	11 Jan 15 00:00	Clarification provided	13 Jan 15 00:00
11 Jan 15 00:00	11 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	11 Jan 15 00:00	Clarification provided	13 Jan 15 00:00
11 Jan 15 00:00	11 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	11 Jan 15 00:00	Clarification provided	13 Jan 15 00:00
14 Jan 15 00:00	14 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	14 Jan 15 00:00	Clarification provided	14 Jan 15 00:00
14 Jan 15 00:00	14 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	14 Jan 15 00:00	Clarification provided	14 Jan 15 00:00
14 Jan 15 00:00	14 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	14 Jan 15 00:00	Clarification provided	15 Jan 15 00:00
15 Jan 15 00:00	15 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	15 Jan 15 00:00	Clarification provided	29 Jan 15 00:00

27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance	s. 47F(1)	27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	s. 47F(1)
27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	
27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	
27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	
27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	
27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	
27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	
27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	
27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	
27 Jan 15 00:00	27 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		27 Jan 15 00:00	Clarification provided	29 Jan 15 00:00	
30 Jan 15 00:00	30 Jan 15 00:00	Manus Island	Transfield	Person in detention	Grievance		30 Jan 15 00:00	Clarification provided	30 Jan 15 00:00	

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MS Complaints Register										
										
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Comments
02 Feb 15 00:00	02 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	s. 47F(1)	02 Feb 15 00:00	Clarification Provided	04 Feb 15 00:00	s. 47F(1)
02 Feb 15 00:00	02 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		02 Feb 15 00:00	Clarification Provided	04 Feb 15 00:00	
02 Feb 15 00:00	02 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		02 Feb 15 00:00	Clarification Provided	04 Feb 15 00:00	
02 Feb 15 00:00	02 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		02 Feb 15 00:00	Clarification Provided	04 Feb 15 00:00	
02 Feb 15 00:00	02 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		02 Feb 15 00:00	Clarification Provided	04 Feb 15 00:00	
02 Feb 15 00:00	02 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		02 Feb 15 00:00	Clarification Provided	04 Feb 15 00:00	
02 Feb 15 00:00	02 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		02 Feb 15 00:00	Clarification Provided	04 Feb 15 00:00	
02 Feb 15 00:00	02 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		02 Feb 15 00:00	Clarification Provided	04 Feb 15 00:00	
04 Feb 15 00:00	04 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		04 Feb 15 00:00	Clarification Provided	06 Feb 15 00:00	
04 Feb 15 00:00	04 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		04 Feb 15 00:00	Clarification Provided	06 Feb 15 00:00	
05 Feb 15 00:00	05 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		05 Feb 15 00:00	Clarification Provided	06 Feb 15 00:00	
07 Feb 15 00:00	07 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		07 Feb 15 00:00	Clarification Provided	07 Feb 15 00:00	
07 Feb 15 00:00	07 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		07 Feb 15 00:00	Clarification Provided	11 Feb 15 00:00	
07 Feb 15 00:00	07 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		07 Feb 15 00:00	Clarification Provided	11 Feb 15 00:00	
09 Feb 15 00:00	09 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		09 Feb 15 00:00	Clarification Provided	11 Feb 15 00:00	
09 Feb 15 00:00	09 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		09 Feb 15 00:00	Clarification Provided	11 Feb 15 00:00	

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12 Feb 15 00:00	12 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		12 Feb 15 00:00	Clarification Provided	13 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	14 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	15 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	15 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	15 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	15 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	15 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	15 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	15 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	15 Feb 15 00:00
14/02/2015	14/02/2015	Manus Island	Transfield	Person in detention	Grievance		14/02/2015	Clarification Provided	15 Feb 15 00:00
15 Feb 15 00:00	16 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		16/02/2015	Clarification Provided	19 Feb 15 00:00
15 Feb 15 00:00	16 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		16/02/2015	Clarification Provided	19 Feb 15 00:00
15 Feb 15 00:00	16 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		16/02/2015	Clarification Provided	19 Feb 15 00:00
16 Feb 15 00:00	16 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		16/02/2015	Clarification Provided	19 Feb 15 00:00
16 Feb 15 00:00	16 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		16/02/2015	Clarification Provided	19 Feb 15 00:00
16 Feb 15 00:00	16 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		16/02/2015	Clarification Provided	19 Feb 15 00:00
17 Feb 15 00:00	17 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		17/02/2015	Clarification Provided	19 Feb 15 00:00
17 Feb 15 00:00	17 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance		17/02/2015	Clarification Provided	19 Feb 15 00:00

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17 Feb 15 00:00	18 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	18/02/2015	Clarification Provided	19 Feb 15 00:00
20 Feb 15 00:00	20 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	20/02/2015	Clarification Provided	21 Feb 15 00:00
20 Feb 15 00:00	20 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	20/02/2015	Clarification Provided	21 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	21 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	21 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	21 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	21 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	21 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	21 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	22 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	22 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	22 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	21 Feb 15 00:00
21 Feb 15 00:00	21 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	21/02/2015	Clarification Provided	21 Feb 15 00:00
22 Feb 15 00:00	23 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	23/02/2015	Clarification Provided	23 Feb 15 00:00
22 Feb 15 00:00	23 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	23/02/2015	Clarification Provided	23 Feb 15 00:00
24 Feb 15 00:00	24 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	24/02/2015	Clarification Provided	24 Feb 15 00:00
24 Feb 15 00:00	24 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	24/02/2015	Clarification Provided	24 Feb 15 00:00
24 Feb 15 00:00	24 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	24/02/2015	Clarification Provided	24 Feb 15 00:00

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26 Feb 15 00:00	26 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	26/02/2015	Clarification Provided	26 Feb 15 00:00
26 Feb 15 00:00	26 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	26/02/2015	Clarification Provided	26 Feb 15 00:00
26 Feb 15 00:00	26 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	26/02/2015	Clarification Provided	26 Feb 15 00:00
26 Feb 15 00:00	26 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	26/02/2015	Clarification Provided	26 Feb 15 00:00
26 Feb 15 00:00	26 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	26/02/2015	Clarification Provided	26 Feb 15 00:00
20 Feb 15 00:00	20 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	20/02/2015	Clarification Provided	25 Feb 15 00:00
22 Feb 15 00:00	22 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	20/02/2015	Clarification Provided	25 Feb 15 00:00
25 Feb 15 15:00	25 Feb 15 15:00	Manus Island	Transfield	Person in detention	Grievance	27/02/2015	Clarification Provided	27 Apr 15 17:00
27 Feb 15 00:00	27 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	27/02/2015	Clarification Provided	27 Feb 15 00:00
27 Feb 15 00:00	27 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	27/02/2015	Clarification Provided	27 Feb 15 00:00
27 Feb 15 00:00	27 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	27/02/2015	Clarification Provided	27 Feb 15 00:00
28 Feb 15 00:00	28 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	2/03/2015	Clarification Provided	02 Mar 15 00:00
28 Feb 15 00:00	28 Feb 15 00:00	Manus Island	Transfield	Person in detention	Grievance	2/03/2015	Clarification Provided	02 Mar 15 00:00

Complaints Register											
											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
02 Mar 15 00:00	02 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance	s. 47F(1)	2/03/2015	Clarification provided	02 Mar 15 00:00		s. 47F(1)
02 Mar 15 00:00	02 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		2/03/2015	Clarification provided	02 Mar 15 00:00		
02 Mar 15 00:00	02 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		2/03/2015	Clarification provided	02 Mar 15 00:00		
02 Mar 15 00:00	02 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		2/03/2015	Clarification provided	02 Mar 15 00:00		
02 Mar 15 00:00	02 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		2/03/2015	Clarification provided	02 Mar 15 00:00		
02 Mar 15 00:00	02 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		2/03/2015	Clarification provided	02 Mar 15 00:00		
02 Mar 15 00:00	02 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		2/03/2015	Clarification provided	02 Mar 15 00:00		
02 Mar 15 00:00	02 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		2/03/2015	Clarification provided	03 Mar 15 00:00		
03 Mar 15 00:00	03 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		03 Mar 15 00:00	Clarification provided	03 Mar 15 00:00		
03 Mar 15 00:00	03 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		03 Mar 15 00:00	Clarification provided	03 Mar 15 00:00		
03 Mar 15 00:00	03 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		03 Mar 15 00:00	Clarification provided	03 Mar 15 00:00		
03 Mar 15 00:00	03 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		03 Mar 15 00:00	Clarification provided	03 Mar 15 00:00		
04 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		06 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
04 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
05 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		06 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
05 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
06 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	

06 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance	s. 47F(1)	08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	s. 47F(1)
06 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
06 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
07 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
07 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
07 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
07 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
08 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
08 Mar 15 00:00	08 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		08 Mar 15 00:00	Clarification provided	08 Mar 15 00:00	No further action	
08 Mar 15 00:00	09 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		09 Mar 15 00:00	Clarification provided	10 Mar 15 00:00	No further action	
09 Mar 15 00:00	09 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		09 Mar 15 00:00	Clarification provided	10 Mar 15 00:00	No further action	

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10 Mar 15 00:00	11 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievance		11 Mar 15 00:00	Other - please detail in comments	12 Mar 15 00:00	No further action
10 Mar 15 00:00	11 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievances		11 Mar 15 00:00	Other - please detail in comments	12 Mar 15 00:00	No further action
10 Mar 15 00:00	11 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievances		11 Mar 15 00:00	Other - please detail in comments	11 Mar 15 00:00	No further action
11 Mar 15 00:00	11 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Communication		11 Mar 15 00:00	Other - please detail in comments	11 Mar 15 00:00	No further action
12 Mar 15 00:00	13 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievances		13 Mar 15 00:00	Other - please detail in comments	17 Mar 15 09:00	No further action
12 Mar 15 00:00	13 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievances		13 Mar 15 00:00	Other - please detail in comments	17 Mar 15 09:15	No further action
12 Mar 15 00:00	13 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievances		13 Mar 15 00:00	Other - please detail in comments	17 Mar 15 07:00	No further action
13 Mar 15 00:00	13 Mar 15 00:00	Manus Island	Transfield	Person in Detention	Grievances		13 Mar 15 00:00	Other - please detail in comments	17 Mar 15 07:30	No further action
13 Mar 15 09:05	18 Mar 15 10:10	Manus Island	Transfield	Person in Detention	Access to Services		16-Mar-15	Other - please detail in comments	17 Mar 15 09:30	No further action
14 Mar 15 09:05	18 Mar 15 10:25	Manus Island	Transfield	Person in Detention	Access to Services		15-Mar-15	Other - please detail in comments	17 Mar 15 10:00	No further action
15 Mar 15 00:00	19 Mar 15 09:15	Manus Island	Transfield	Person in Detention	Grievances		15/03/2015	Other - please detail in comments	19 Mar 15 08:40	No further action
15 Mar 15 08:10	18 Mar 15 09:20	Manus Island	Transfield	Person in Detention	Grievances		15-Mar-15	Other - please detail in comments	17 Mar 15 09:00	No further action
15 Mar 15 08:10	18 Mar 15 10:30	Manus Island	Transfield	Person in Detention	Access to Services		15-Mar-15	Other - please detail in comments	17 Mar 15 11:00	No further action
15 Mar 15 08:13	18 Mar 15 09:30	Manus Island	Transfield	Person in Detention	Rights, Respect and Dignity		15-Mar-15	Other - please detail in comments	17 Mar 15 15:00	No further action
15 Mar 15 10:57	18 Mar 15 09:00	Manus Island	Transfield	Person in Detention	Access to Services		15-Mar-15	Other - please detail in comments	17 Mar 15 08:00	No further action

15 Mar 15 10:57	18 Mar 15 09:10	Manus Island	Transfield	Person in Detention	Access to Services	s. 47F(1)	15-Mar-15	Other - please detail in comments	17 Mar 15 08:30	No further action	s. 47F(1)
17 Mar 15 09:43	18 Mar 15 10:35	Manus Island	Transfield	Person in Detention	Grievances	s. 47F(1)	18/03/2015 7:15	Other - please detail in comments	18 Mar 15 07:15	No further action	s. 47F(1)
17 Mar 15 09:43	18 Mar 15 10:40	Manus Island	Transfield	Person in Detention	Access to Services	s. 47F(1)	18/03/2015 7:30	Other - please detail in comments	18 Mar 15 07:30	No further action	s. 47F(1)
17 Mar 15 09:43	18 Mar 15 11:25	Manus Island	Transfield	Person in Detention	Access to Services	s. 47F(1)	18/03/2015 11:00	Other - please detail in comments	18 Mar 15 11:00	No further action	s. 47F(1)
17 Mar 15 09:43	18 Mar 15 11:30	Manus Island	Transfield	Person in Detention	Grievances	s. 47F(1)	18/03/2015 10:15	Other - please detail in comments	18 Mar 15 10:15	No further action	s. 47F(1)
17 Mar 15 09:47	18 Mar 15 11:05	Manus Island	Transfield	Person in Detention	Access to Services	s. 47F(1)	18/03/2015 8:00	Other - please detail in comments	18 Mar 15 08:00	No further action	s. 47F(1)
17 Mar 15 18:41	18 Mar 15 11:20	Manus Island	Transfield	Person in Detention	Grievances	s. 47F(1)	18/03/2015 8:20	Other - please detail in comments	18 Mar 15 08:20	No further action	s. 47F(1)
18 Mar 15 11:42	18 Mar 15 17:40	Manus Island	Transfield	Person in Detention	Access to Services	s. 47F(1)	18/03/2015 14:20	Other - please detail in comments	18 Mar 15 14:20	No further action	s. 47F(1)
19 Mar 15 14:20	20 Mar 15 08:25	Manus Island	Transfield	Person in Detention	Grievances	s. 47F(1)	19/03/2015 16:00	Other - please detail in comments	19 Mar 15 16:00	No further action	s. 47F(1)
20 Mar 15 09:19	22 Mar 15 07:07	Manus Island	Transfield	Person in Detention	Grievances	s. 47F(1)	22/03/2015 6:55	Other - please detail in comments	25 Mar 15 16:00	No further action	s. 47F(1)

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20 Mar 15 09:20	22 Mar 15 07:05	Manus Island	Transfield	Person in Detention	Grievances		22/03/2015 7:00	Other - please detail in comments	25 Mar 15 07:05	No further action
21 Mar 15 07:54	22 Mar 15 07:35	Manus Island	Transfield	Person in Detention	Access to Services		22/03/2015 7:22	Other - please detail in comments	25 Mar 15 16:30	No further action
21 Mar 15 12:50	22 Mar 15 07:30	Manus Island	Transfield	Person in Detention	Grievances		22/03/2015 7:20	Other - please detail in comments	25 Mar 15 15:00	No further action
21 Mar 15 17:33	24 Mar 15 08:16	Manus Island	Transfield	Person in Detention	Grievances		23/03/2015 17:30	Other - please detail in comments	25 Mar 15 08:30	No further action
22 Mar 15 07:48	24 Mar 15 08:30	Manus Island	Transfield	Person in Detention	Grievances		23/03/2015 18:30	Other - please detail in comments	23 Mar 15 18:30	No further action
22 Mar 15 07:56	24 Mar 15 08:03	Manus Island	Transfield	Person in Detention	Grievances		23/03/2015 17:00	Other - please detail in comments	25 Mar 15 07:30	No further action
22 Mar 15 09:19	24 Mar 15 08:18	Manus Island	Transfield	Person in Detention	Grievances		23/03/2015 18:00	Other - please detail in comments	23 Mar 15 18:00	No further action
22 Mar 15 09:19	24 Mar 15 08:25	Manus Island	Transfield	Person in Detention	Grievances		23/03/2015 18:15	Other - please detail in comments	23 Mar 15 18:15	No further action
22 Mar 15 11:53	24 Mar 15 07:55	Manus Island	Transfield	Person in Detention	Access to Services		23/03/2015 16:50	Other - please detail in comments	25 Mar 15 15:30	No further action
23 Mar 15 08:42	24 Mar 15 08:15	Manus Island	Transfield	Person in Detention	Access to Services		23/03/2015 17:20	Other - please detail in comments	25 Mar 15 08:00	No further action
25 Mar 15 08:29	26 Mar 15 16:25	Manus Island	Transfield	Person in Detention	Grievances		25/03/2015	Other - please detail in comments	25 Mar 15 15:15	No further action
25 Mar 15 08:43	26 Mar 15 16:15	Manus Island	Transfield	Person in Detention	Quality of Clinical Car		25/03/2015 16:30	Other - please detail in comments	26 Mar 15 16:30	No further action
26 Mar 15 13:46	26 Mar 15 16:35	Manus Island	Transfield	Person in Detention	Grievances		27/03/2015 17:05	Other - please detail in comments	27 Mar 15 17:05	No further action
27 Mar 15 14:57	27 Mar 15 16:50	Manus Island	Transfield	Person in Detention	Grievances		27/03/2015 16:15	Other - please detail in comments	27 Mar 15 16:15	No further action
27 Mar 15 14:57	27 Mar 15 16:51	Manus Island	Transfield	Person in Detention	Access to Services		27/03/2015 15:50	Other - please detail in comments	27 Mar 15 15:50	No further action

28 Mar 15 11:01	28 Mar 15 15:55	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	29/03/2015 16:00	Other - please detail in comments	30 Mar 15 16:00	No further action	s. 47F(1)
28 Mar 15 14:08	28 Mar 15 15:30	Manus Island	Transfield	Person in detention	Grievances		29/03/2015 16:00	Other - please detail in comments	30 Mar 15 16:00	No further action	
29 Mar 15 15:10	30 Mar 15 15:25	Manus Island	Transfield	Person in detention	Grievances		30/03/2015 16:00	Clarification provided	03 Apr 15 16:00	No further action	
30 Mar 15 09:51	30 Mar 15 15:25	Manus Island	Transfield	Person in detention	Grievances		24/04/2015 14:30	Clarification provided	24 Apr 15 14:30	No further action	
31 Mar 15 13:06	31 Mar 15 14:00	Manus Island	Transfield	Person in detention	Grievances		31/03/2015 14:00	Clarification provided	03 Apr 15 16:00	No further action	
31 Mar 15 13:06	31 Mar 15 14:00	Manus Island	Transfield	Person in detention	Grievances		31/03/2015 14:00	Clarification provided	03 Apr 15 16:00	No further action	

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
02 Apr 15 07:37	02 Apr 15 16:00	Manus Island	Transfield	Person in Detention	Grievances	s. 47F(1)	2/04/2015 16:00	Clarification provided	03 Apr 15 16:00	No further action	s. 47F(1)
02 Apr 15 17:04	03 Apr 15 16:00	Manus Island	Transfield	Person in detention	Grievances		03 Apr 15 16:00	Clarification provided	05 Apr 15 16:00	No further action	
02 Apr 15 17:04	03 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		3/04/2015 15:00				
02 Apr 15 17:04	03 Apr 15 16:00	Manus Island	Transfield	Person in detention	Grievances		03 Apr 15 16:00	Clarification provided	06 Apr 15 16:00	No further action	
02 Apr 15 17:04	03 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		3/04/2015 15:00				
03 Apr 15 11:13	03 Apr 15 16:00	Manus Island	Transfield	Person in detention	Grievances		03 Apr 15 16:00	Clarification provided	06 Apr 15 16:00	No further action	
03 Apr 15 11:13	03 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		3/04/2015 15:00				
03 Apr 15 11:13	03 Apr 15 16:00	Manus Island	Transfield	Person in detention	Grievances		03 Apr 15 16:00	Clarification provided	06 Apr 15 16:00	No further action	
03 Apr 15 11:13	03 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		3/04/2015 15:00				
04 Apr 15 10:46	04 Apr 15 15:30	Manus Island	Transfield	Person in detention	Grievances		4/04/2015 15:30				

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04 Apr 15 10:46	09 Apr 15 15:30	Manus Island	Transfield	Person in detention	Grievances		09 Apr 15 15:30	Clarification provided	11 Apr 15 16:00	No further action
04 Apr 15 10:46	04 Apr 15 15:30	Manus Island	Transfield	Person in detention	Grievances		4/04/2015 15:30			
04 Apr 15 10:46	09 Apr 15 15:30	Manus Island	Transfield	Person in detention	Grievances		09 Apr 15 15:30	Clarification provided	10 Apr 15 16:00	No further action
05 Apr 15 08:58	09 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		09 Apr 15 15:45	Clarification provided	11 Apr 15 16:00	No further action
06 Apr 15 14:38	13 Apr 15 11:30	Manus Island	Transfield	Person in detention	Grievances		06 Apr 15 16:00	Clarification provided	11 Apr 15 16:00	No further action
07 Apr 15 08:15	09 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		09 Apr 15 15:45	Clarification provided	11 Apr 15 16:00	No further action
07 Apr 15 09:25	09 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		09 Apr 15 15:45	Clarification provided	11 Apr 15 16:00	No further action
08 Apr 15 12:09	08 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances		08 Apr 15 15:00	Clarification provided	10 Apr 15 16:00	No further action
08 Apr 15 12:09	08 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances		08 Apr 15 15:00	Clarification provided	10 Apr 15 16:00	No further action
08 Apr 15 23:42	09 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		09 Apr 15 15:45	Clarification provided	11 Apr 15 16:00	No further action
09 Apr 15 08:23	09 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		09 Apr 15 15:45	Clarification provided	10 Apr 15 16:00	No further action
09 Apr 15 10:51	09 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		09 Apr 15 15:45			
09 Apr 15 10:53	13 Apr 15 11:30	Manus Island	Transfield	Person in detention	Grievances		06 Apr 15 16:00	Clarification provided	11 Apr 15 16:00	No further action
09 Apr 15 11:42	09 Apr 15 15:45	Manus Island	Transfield	Person in detention	Grievances		09 Apr 15 15:45	Clarification provided	10 Apr 15 16:00	No further action

10 Apr 15 07:53	10 Apr 15 09:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	10 Apr 15 09:00	Clarification provided	10 Apr 15 16:00	No further action
10 Apr 15 09:56	13 Apr 15 11:30	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	10 Apr 15 16:00	Clarification provided	10 Apr 15 16:00	No further action
10 Apr 15 10:55	13 Apr 15 11:55	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	10 Apr 15 16:00	Clarification provided	11 Apr 15 16:00	No further action
10 Apr 15 10:55	13 Apr 15 11:55	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	10 Apr 15 16:00	Clarification provided	11 Apr 15 16:00	No further action
11 Apr 15 08:52	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action
11 Apr 15 08:55	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action
11 Apr 15 10:04	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action
11 Apr 15 11:00	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action
12 Apr 15 08:26	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action
12 Apr 15 08:26	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action
12 Apr 15 11:03	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action
12 Apr 15 11:08	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action
13 Apr 15 11:18	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances	s. 47F(1)	13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action

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13 Apr 15 11:18	13 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances		13 Apr 15 16:00	Clarification provided	14 Apr 15 16:00	No further action
14 Apr 15 10:52	14 Apr 15 12:00	manus Island	Transfield	Person in detention	Grievances		14 Apr 15 12:00	Clarification provided	14 Apr 15 16:00	No further action
14 Apr 15 11:21	14 Apr 15 12:00	Manus Island	Transfield	Person in detention	Grievances		14 Apr 15 12:00	Clarification provided	14 Apr 15 16:00	No further action
15 Apr 15 14:04	16 Apr 15 13:30	Manus Island	Transfield	Person in detention	Grievances		16 Apr 15 13:30	Clarification provided	16 Apr 15 15:30	No further action
16 Apr 15 14:02	16 Apr 15 16:00	Manus Island	Transfield	Person in detention	Grievances		16 Apr 15 16:00	Clarification provided	21 Apr 15 16:00	No further action
16 Apr 15 14:02	16 Apr 15 16:00	Manus Island	Transfield	Person in detention	Grievances		16 Apr 15 16:00	Clarification provided	21 Apr 15 16:00	No further action
16 Apr 15 14:02	16 Apr 15 16:00	Manus Island	Transfield	Person in detention	Grievances		16 Apr 15 16:00	Clarification provided	21 Apr 15 16:00	No further action
17 Apr 15 13:33	17 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances		17 Apr 15 15:00	Clarification provided	21 Apr 15 16:00	No further action
18 Apr 15 12:37	18 Apr 15 15:00	Manus Island	Transfield	Person in detention	Grievances		18 Apr 15 15:00	Clarification provided	21 Apr 15 16:00	No further action
12 Apr 15 10:38	20 Apr 15 12:00	Manus Island	Transfield	Person in Detention	Grievances		20 Apr 15 12:00	Clarification provided	24 Apr 15 14:30	No further action
17 Apr 15 10:38	20 Apr 15 12:00	Manus Island	Transfield	Person in Detention	Grievances		20 Apr 15 12:00	Clarification provided	24 Apr 15 14:30	No further action
20 Apr 15 10:18	20 Apr 15 12:00	Manus Island	Transfield	Person in Detention	Grievances		20 Apr 15 12:00	Clarification provided	21 Apr 15 16:00	No further action
19 Apr 15 08:38	20 Apr 15 12:00	Manus Island	Transfield	Person in Detention	Grievances		20 Apr 15 12:00	Clarification provided	21 Apr 15 16:00	No further action
19 Apr 15 08:38	20 Apr 15 12:00	Manus Island	Transfield	Person in Detention	Grievances		20 Apr 15 12:00	Clarification provided	21 Apr 15 16:00	No further action
20 Apr 15 14:44	21 Apr 15 08:00	Manus Island	Transfield	Person in Detention	Grievances		21 Apr 15 08:00	Clarification provided	21 Apr 15 16:00	No further action
20 Apr 15 14:17	21 Apr 15 08:00	Manus Island	Transfield	Person in Detention	Grievances		21 Apr 15 08:00	Clarification provided	21 Apr 15 16:00	No further action
20 Apr 15 14:09	21 Apr 15 08:00	Manus Island	Transfield	Person in Detention	Grievances		21 Apr 15 08:00	Clarification provided	21 Apr 15 16:00	No further action
20 Apr 15 14:09	21 Apr 15 08:00	Manus Island	Transfield	Person in Detention	Grievances		21 Apr 15 08:00	Clarification provided	21 Apr 15 16:00	No further action
21 Apr 15 14:23	21 Apr 15 14:30	Manus Island	Transfield	Person in Detention	Grievances		21 Apr 15 14:35	Clarification provided	21 Apr 15 16:00	No further action
21 Apr 15 15:00	21 Apr 15 16:00	Manus Island	Transfield	Person in Detention	Grievances		21 Apr 15 16:00	Clarification provided	21 Apr 15 16:00	No further action
21 Apr 15 15:00	21 Apr 15 16:00	Manus Island	Other - please detail in comments	Person in Detention	Grievances		21 Apr 15 16:00	Clarification provided	21 Apr 15 16:00	No further action
21 Apr 15 15:00	21 Apr 15 14:15	Manus Island	Transfield	Person in Detention	Grievances		25 Apr 15 09:00	Clarification provided	25 Apr 15 09:00	No further action
22 Apr 15 13:10	22 Apr 15 13:45	Manus Island	Transfield	Person in Detention	Grievances		22 Apr 15 14:00	Clarification provided	25 Apr 15 16:00	No further action
22 Apr 15 12:27	22 Apr 15 13:45	Manus Island	Transfield	Person in Detention	Grievances		22 Apr 15 14:00	Clarification provided	25 Apr 15 16:00	No further action
22 Apr 15 10:41	22 Apr 15 13:45	Manus Island	Transfield	Person in Detention	Grievances		22 Apr 15 14:00	Clarification provided	25 Apr 15 16:00	No further action
22 Apr 15 10:45	22 Apr 15 13:45	Manus Island	Transfield	Person in Detention	Grievances		22 Apr 15 14:00	Clarification provided	25 Apr 15 16:00	No further action
23 Apr 15 10:12	23 Apr 15 13:30	Manus Island	Transfield	Person in Detention	Grievances		23 Apr 15 13:30	Clarification provided	26 Apr 15 16:00	No further action
23 Apr 15 12:29	23 Apr 15 13:30	Manus Island	Transfield	Person in Detention	Grievances		23 Apr 15 13:30	Clarification provided	26 Apr 15 16:00	No further action
23 Apr 15 12:29	23 Apr 15 13:30	Manus Island	Transfield	Person in Detention	Grievances		23 Apr 15 13:30	Clarification provided	26 Apr 15 16:00	No further action

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23 Apr 15 15:03	24 Apr 15 08:00	Manus Island	Transfield	Person in Detention	Grievances	24 Apr 15 08:00			
24 Apr 15 12:21	24 Apr 15 14:30	Manus Island	Transfield	Person in Detention	Grievances	24 Apr 15 14:30	Clarification provided	24 Apr 15 16:00	No further action
15 Apr 15 15:00	15 Apr 15 15:00	Manus Island	Transfield	Person in Detention	Grievances	15 Apr 15 15:00	Clarification provided	25 Apr 15 16:00	No further action
25 Apr 15 17:00	25 Apr 15 17:00	Manus Island	Transfield	Person in Detention	Grievances	25 Apr 15 17:00	Clarification provided	25 Apr 15 16:00	No further action
25 Apr 15 13:56	25 Apr 15 17:00	Manus Island	Transfield	Person in Detention	Grievances	25 Apr 15 17:00	Clarification provided	26 Apr 15 16:00	No further action
25 Apr 15 13:13	25 Apr 15 17:00	Manus Island	Transfield	Person in Detention	Grievances	25 Apr 15 17:00	Clarification provided	26 Apr 15 16:00	No further action
25 Apr 15 13:13	25 Apr 15 17:00	Manus Island	Transfield	Person in Detention	Grievances	25 Apr 15 17:00			
25 Apr 15 11:59	25 Apr 15 17:00	Manus Island	Transfield	Person in Detention	Grievances	25 Apr 15 17:00	Clarification provided	26 Apr 15 16:00	No further action
25 Apr 15 12:04	25 Apr 15 17:00	Manus Island	Transfield	Person in Detention	Grievances	25 Apr 15 17:00	Clarification provided	26 Apr 15 16:00	No further action
26 Apr 15 12:18	27 Apr 15 08:38	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 10:00	Clarification provided	27 Apr 15 16:00	No further action
26 Apr 15 12:18	27 Apr 15 08:38	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 10:00	Clarification provided	27 Apr 15 16:00	No further action
26 Apr 15 12:18	27 Apr 15 08:38	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 10:00	Clarification provided	27 Apr 15 16:00	No further action
26 Apr 15 12:18	27 Apr 15 08:38	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 10:00	Clarification provided	27 Apr 15 16:00	No further action
26 Apr 15 12:18	27 Apr 15 08:38	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 10:00	Clarification provided	27 Apr 15 16:00	No further action
26 Apr 15 12:18	27 Apr 15 08:38	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 10:00	Clarification provided	27 Apr 15 16:00	No further action
26 Apr 15 12:18	27 Apr 15 08:38	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 10:00	Clarification provided	27 Apr 15 16:00	No further action
27 Apr 15 11:58	27 Apr 15 13:00	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 15:35	Clarification provided	27 Apr 15 16:00	No further action
27 Apr 15 11:58	27 Apr 15 13:00	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 15:35	Clarification provided	27 Apr 15 16:00	No further action
27 Apr 15 11:58	27 Apr 15 13:00	Manus Island	Transfield	Person in Detention	Grievances	27 Apr 15 15:35	Clarification provided	27 Apr 15 16:00	No further action
28 Apr 15 11:00	28 Apr 15 17:15	Manus Island	Transfield	Person in Detention	Grievances	28 Apr 15 17:15	Clarification provided	01 May 15 16:00	No further action
29 Apr 15 10:09	29 Apr 15 10:20	Manus Island	Transfield	Person in Detention	Grievances	29 Apr 15 10:25	Clarification provided	01 May 15 16:00	No further action
29 Apr 15 10:09	29 Apr 15 10:20	Manus Island	Transfield	Person in Detention	Grievances	29 Apr 15 10:25	Clarification provided	03 May 15 16:00	No further action
29 Apr 15 12:12	29 Apr 15 14:20	Manus Island	Transfield	Person in Detention	Grievances	29 Apr 15 16:00	Clarification provided	01 May 15 16:00	No further action

30 Apr 15 00:00	01 May 15 17:12	Manus Island	Transfield	Person in Detention	Grievances	s. 47F(1)	01 May 15 16:00	Clarification provided	03 May 15 16:00	No further action	s. 47F(1)
27 Apr 15 09:30	10 May 15 15:30	Manus Island	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	08 May 15 00:00	Other - please detail in comments	08 May 15 00:00	No further action	s. 47F(1)
21 May 15 09:30	10 May 15 15:45	Manus Island	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	08 May 15 00:00	Other - please detail in comments	08 May 15 00:00	No further action	s. 47F(1)

Complaints Register 												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 May 15 00:00	01 May 15 17:20	Manus Island	FC3084AB	Transfield	Person in Detention	Grievances	s. 47F(1)	02 May 15 16:00	Clarification provided	04 May 15 16:00	No further action	s. 47F(1)
01 May 15 00:00	01 May 15 17:17	Manus Island	FC3083A	Transfield	Person in Detention	Grievances		02 May 15 16:00	Clarification provided	04 May 15 16:00	No further action	
02 May 15 11:25	02 May 15 17:04	Manus Island	FC3090A	Transfield	Person in Detention	Grievances		02 May 15 16:00	Clarification provided	04 May 15 16:00	No further action	
02 May 15 11:25	02 May 15 17:12	Manus Island	FC3093A	Transfield	Person in Detention	Grievances		02 May 15 16:00	Clarification provided	04 May 15 16:00	No further action	
02 May 15 11:25	02 May 15 16:57	Manus Island	FC3089A	Transfield	Person in Detention	Grievances		02 May 15 16:00	Clarification provided	04 May 15 16:00	No further action	
02 May 15 11:25	02 May 15 17:06	Manus Island	FC3091A	Transfield	Person in Detention	Grievances		02 May 15 16:00	Clarification provided	04 May 15 16:00	No further action	
02 May 15 11:25	02 May 15 17:09	Manus Island	FC3092A	Transfield	Person in Detention	Grievances		02 May 15 16:00	Clarification provided	04 May 15 16:00	No further action	
03 May 15 00:00	11 May 15 14:45	Manus Island	FC3105A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		08 May 15 00:00	Other - please detail in comments	10 May 15 00:00	No further action	
03 May 15 00:00	10 May 15 15:20	Manus Island	FC3104A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		08 May 15 00:00	Other - please detail in comments	09 May 15 18:00	No further action	

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05 May 15 11:31	06 May 15 16:18	Manus Island	FC3116A	Transfield	Person in Detention	Grievances		06 May 15 16:00	Clarification provided	09 May 15 16:00	No further action
05 May 15 11:31	06 May 15 16:25	Manus Island	FC3118A	Transfield	Person in Detention	Grievances		06 May 15 16:00	Clarification provided	09 May 15 16:00	No further action
05 May 15 11:31	06 May 15 16:14	Manus Island	FC3117A	Transfield	Person in Detention	Grievances		06 May 15 16:00	Clarification provided	09 May 15 16:00	No further action
05 May 15 12:58	06 May 15 16:31	Manus Island	FC3122A	Transfield	Person in Detention	Grievances		06 May 15 16:00	Clarification provided	09 May 15 16:00	No further action
06 May 15 00:00	11 May 15 15:00	Manus Island	FC3127A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		08 May 15 00:00	Other - please detail in comments	10 May 15 00:00	No further action
06 May 15 00:00	11 May 15 15:35	Manus Island	FC3126A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		08 May 15 00:00	Other - please detail in comments	10 May 15 00:00	No further action
06 May 15 00:00	11 May 15 15:15	Manus Island	FC3128A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		08 May 15 00:00	Other - please detail in comments	10 May 15 00:00	No further action
06 May 15 15:06	06 May 15 17:07	Manus Island	FC3132A	Transfield	Person in Detention	Grievances		07 May 15 16:00	Clarification provided	09 May 15 16:00	No further action
06 May 15 15:06	06 May 15 16:43	Manus Island	FC3130A	Transfield	Person in Detention	Grievances		07 May 15 16:00	Clarification provided	09 May 15 16:00	No further action
06 May 15 15:06	06 May 15 17:10	Manus Island	FC3133A	Transfield	Person in Detention	Grievances		07 May 15 16:00	Clarification provided	10 May 15 16:00	No further action

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06 May 15 15:06	06 May 15 16:42	Manus Island	FC3129A	Transfield	Person in Detention	Grievances		07 May 15 16:00	Clarification provided	09 May 15 16:00	No further action
06 May 15 15:06	06 May 15 17:06	Manus Island	FC3131A	Transfield	Person in Detention	Grievances		07 May 15 16:00	Clarification provided	09 May 15 16:00	No further action
07 May 15 11:04	07 May 15 16:37	Manus Island	FC3192A	Transfield	Person in Detention	Grievances		07 May 15 16:00	Clarification provided	14 May 15 16:00	No further action
07 May 15 11:04	07 May 15 16:30	Manus Island	FC3135A	Transfield	Person in Detention	Grievances		07 May 15 16:00	Clarification provided	10 May 15 16:00	No further action
08 May 15 00:00	11 May 15 15:45	Manus Island	FC3146A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		08 May 15 00:00	Other - please detail in comments	10 May 15 00:00	No further action
09 May 15 10:36	11 May 15 18:35	Manus Island	FC3151A	Transfield	Person in Detention	Grievances		11 May 15 16:00	Clarification provided	13 May 15 16:00	No further action
09 May 15 10:36	11 May 15 18:33	Manus Island	FC3150A	Transfield	Person in Detention	Grievances		11 May 15 16:00	Clarification provided	13 May 15 16:00	No further action
09 May 15 10:36	11 May 15 18:33	Manus Island	FC3152A	Transfield	Person in Detention	Grievances		11 May 15 16:00	Clarification provided	13 May 15 16:00	No further action
09 May 15 11:31	12 May 15 15:40	Manus Island	FC3154A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		10 May 15 16:00	Other - please detail in comments	12 May 15 16:00	No further action
10 May 15 11:09	12 May 15 18:24	Manus Island	FC3164A	Transfield	Person in Detention	Grievances		12 May 15 16:00	Clarification provided	13 May 15 16:00	No further action
10 May 15 11:09	12 May 15 18:26	Manus Island	FC3165A	Transfield	Person in Detention	Grievances		12 May 15 16:00	Clarification provided	13 May 15 16:00	No further action

s. 47F(1)							12 May 15 16:00	Clarification provided	16 May 15 16:00	No further action
11 May 15 11:21	12 May 15 18:31	Manus Island	FC3173A	Transfield	Person in Detention	Grievances				
s. 47F(1)							12 May 15 16:00	Clarification provided	13 May 15 16:00	No further action
11 May 15 11:21	12 May 15 18:28	Manus Island	FC3172A	Transfield	Person in Detention	Grievances				
s. 47F(1)							12/05/2015 16:00	Clarification provided	13 May 15 16:00	No further action
11 May 15 11:21	12 May 15 18:34	Manus Island	FC3171A	Transfield	Person in Detention	Grievances				
s. 47F(1)							13/05/2015 16:00	Clarification provided	20 May 15 16:00	No further action
12 May 15 10:58	13 May 15 11:45	Manus Island	FC3181A	Transfield	Person in Detention	Grievances				
s. 47F(1)							13/05/2015 16:00	Clarification provided	20 May 15 16:00	No further action
12 May 15 10:58	13 May 15 11:42	Manus Island	FC3180A	Transfield	Person in Detention	Grievances				
s. 47F(1)							13/05/2015 16:00	Clarification provided	13 May 15 16:00	No further action
12 May 15 17:40	13 May 15 11:39	Manus Island	FC3106A	Transfield	Person in Detention	Grievances				
s. 47F(1)							15/05/2015 16:00	Clarification provided	16 May 15 16:00	No further action
13 May 15 11:13	15 May 15 13:24	Manus Island	FC3191A	Transfield	Person in Detention	Grievances				
s. 47F(1)							15/05/2015 16:00	Clarification provided	16 May 15 16:00	No further action
13 May 15 11:13	15 May 15 13:27	Manus Island	FC3193A	Transfield	Person in Detention	Grievances				

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13 May 15 11:13	14 May 15 16:45	Manus Island	FC3192A	Transfield	Person in Detention	Grievances	s. 47F(1)	14/05/2015 16:00	Clarification provided	14 May 15 16:00	No further action
14 May 15 08:25	15 May 15 13:29	Manus Island	FC3202A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	15/05/2015 16:00	Clarification provided	18 May 15 16:00	No further action
14 May 15 09:55	15 May 15 13:33	Manus Island	FC3206A	Transfield	Person in Detention	Grievances	s. 47F(1)	15/05/2015 16:00	Clarification provided	17 May 15 16:00	No further action
14 May 15 09:55	15 May 15 13:41	Manus Island	FC3207A	Transfield	Person in Detention	Grievances	s. 47F(1)	15/05/2015 16:00	Clarification provided	16 May 15 16:00	No further action
14 May 15 09:55	15 May 15 13:38	Manus Island	FC3204A	Transfield	Person in Detention	Grievances	s. 47F(1)	15/05/2015 16:00	Clarification provided	16 May 15 16:00	No further action
14 May 15 11:45	15 May 15 13:40	Manus Island	FC3205A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	20/05/2015 16:00	Other - please detail in comments	20 May 15 16:00	No further action

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15 May 15 09:47	16 May 15 05:30	Manus Island	FC3212A&B	Transfield	Person in Detention	Grievances
15 May 15 09:47	16 May 15 17:28	Manus Island	FC3211A	Transfield	Person in Detention	Grievances
15 May 15 13:18	16 May 15 17:32	Manus Island	FC3214A	Transfield	Person in Detention	Grievances
15 May 15 13:18	16 May 15 17:33	Manus Island	FC3215A	Transfield	Person in Detention	Grievances
16 May 15 09:28	16 May 15 17:34	Manus Island	FC3218A	Transfield	Person in Detention	Grievances
16 May 15 10:00	03 Jun 15 16:00	Manus Island	FC3222A	Transfield	Person in Detention	Access to Services
16 May 15 13:52	16 May 15 17:38	Manus Island	FC3226A	Transfield	Person in Detention	Grievances

16/05/2015 16:00	Clarification provided	19 May 15 16:00	No further action
16/05/2015 16:00	Clarification provided	19 May 15 16:00	No further action
16/05/2015 16:00	Clarification provided	21 May 15 16:00	No further action
16/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action
16/05/2015 16:00	Clarification provided	19 May 15 16:00	No further action
	Clarification provided	04 Jun 15 16:00	No further action
16/05/2015 16:00	Clarification provided	21 May 15 16:00	No further action

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16 May 15 13:52	16 May 15 17:36	Manus Island	FC3225A	Transfield	Person in Detention	Grievances
17 May 15 00:00	19 May 15 17:55	Manus Island	FC3231A	Transfield	Person in Detention	Grievances
17 May 15 07:59	19 May 15 17:54	Manus Island	FC3232A	Transfield	Person in Detention	Grievances
17 May 15 11:24	19 May 15 17:57	Manus Island	FC3235A	Transfield	Person in Detention	Grievances
17 May 15 11:24	19 May 15 17:56	Manus Island	FC3240A	Transfield	Person in Detention	Grievances
17 May 15 17:08	19 May 15 17:58	Manus Island	FC3234A	Transfield	Person in Detention	Grievances
18 May 15 10:00	03 Jun 15 16:00	Manus Island	FC3244ABC	Transfield	Person in Detention	Access to Services
19 May 15 17:09	19 May 15 18:15	Manus Island	FC3254A	Transfield	Person in Detention	Grievances
19 May 15 17:27	19 May 15 18:16	Manus Island	FC3256A	Transfield	Person in Detention	Grievances
19 May 15 17:29	19 May 15 18:17	Manus Island	FC3257A	Transfield	Person in Detention	Grievances
19 May 15 18:28	20 May 15 10:34	Manus Island	FC3259A	Transfield	Person in Detention	Grievances
20 May 15 00:00	21 May 15 18:49	Manus Island	FC3265A	Transfield	Person in Detention	Grievances

16/05/2015 16:00	Clarification provided	19 May 15 16:00	No further action
18/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action
18/05/2015 16:00	Clarification provided	20 May 15 16:00	No further action
18/05/2015 16:00	Clarification provided	20 May 15 16:00	No further action
18/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action
18/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action
	Clarification provided	05 Jun 15 16:00	No further action
20/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action
20/05/2015 16:00	Clarification provided	20 May 15 16:00	No further action
20/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action
20/05/2015 16:00	Clarification provided	21 May 15 16:00	No further action
23/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action

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20 May 15 00:00	21 May 15 18:51	Manus Island	FC3268A	Transfield	Person in Detention	Grievances	23/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action
20 May 15 18:33	21 May 15 18:48	Manus Island	FC3261A	Transfield	Person in Detention	Grievances	22/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action
20 May 15 18:58	21 May 15 18:50	Manus Island	FC3266A	Transfield	Person in Detention	Grievances	23/05/2015 16:00	Clarification provided	23 May 15 16:00	No further action
21 May 15 09:19	23 May 15 15:00	Manus Island	FC3272abc	Transfield	Person in Detention	Grievances	22/05/2015 16:00	Clarification provided	26 May 15 16:00	No further action
22 May 15 12:27	23 May 15 15:00	Manus Island	FC3284a	Transfield	Person in Detention	Grievances	22/05/2015 16:00	Clarification provided	28 May 15 16:00	No further action
22 May 15 12:27	23 May 15 15:00	Manus Island	FC3281a	Transfield	Person in Detention	Grievances	22/05/2015 16:00	Clarification provided	28 May 15 13:28	No further action
21 May 15 11:47	23 May 15 15:00	Manus Island	FC3275a	Transfield	Person in Detention	Grievances	22/05/2015 16:00	Clarification provided	26 May 15 16:00	No further action
21 May 15 11:47	23 May 15 15:00	Manus Island	FC3274a	Transfield	Person in Detention	Grievances	22/05/2015 16:00	Clarification provided	26 May 15 16:00	No further action
23 May 15 13:29	23 May 15 15:00	Manus Island	FC3294a	Transfield	Person in Detention	Grievances	23/05/2015 16:00			
23 May 15 11:27	23 May 15 17:00	Manus Island	FC3267a	Transfield	Person in Detention	Professional Conduct by IHMS Staff	24/05/2015	Clarification provided	27 May 15 17:30	No further action
24 May 15 07:14	24 May 15 09:00	Manus Island	FC3298a	Transfield	Person in Detention	Grievances	24/05/2015 9:00			
24 May 15 09:44	24 May 15 10:45	Manus Island	FC3301a	Transfield	Person in Detention	Grievances	24/05/2015 11:00	Clarification provided	27 May 15 17:30	No further action
24 May 15 09:44	24 May 15 10:45	Manus Island	FC3300a	Transfield	Person in Detention	Grievances	24/05/2015 11:00	Clarification provided	26 May 15 16:00	No further action
24 May 15 10:40	24 May 15 12:00	Manus Island	FC3303abc	Transfield	Person in Detention	Grievances	24/05/2015 12:00	Clarification provided	26 May 15 16:00	No further action
24 May 15 07:10	24 May 15 12:00	Manus Island	FC3296a	Transfield	Person in Detention	Grievances	24/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action

24 May 15 10:46	24 May 15 12:00	Manus Island	FC3305a	Transfield	Person in Detention	Grievances
25 May 15 12:42	27 May 15 12:00	Manus Island	FC3312a	Transfield	Person in Detention	Grievances
25 May 15 11:33	27 May 15 12:00	Manus Island	FC3310a	Transfield	Person in Detention	Grievances
25 May 15 11:33	27 May 15 12:00	Manus Island	FC3309a	Transfield	Person in Detention	Grievances
25 May 15 10:00	03 Jun 15 16:00	Manus Island	FC3324A	Transfield	Person in Detention	Access to Services
26 May 15 13:27	27 May 15 12:00	Manus Island	FC3322a	Transfield	Person in Detention	Grievances
26 May 15 13:27	27 May 15 12:00	Manus Island	FC3322b	Transfield	Person in Detention	Grievances
26 May 15 13:30	27 May 15 12:00	Manus Island	FC3313a	Transfield	Person in Detention	Grievances
26 May 15 13:30	27 May 15 12:00	Manus Island	FC3316a	Transfield	Person in Detention	Grievances

24/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action
27/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action
27/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action
27/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action
27/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action
27/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action
27/05/2015 12:00	Clarification provided	31 May 15 16:00	No further action
27/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action
27/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action

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27 May 15 11:28	27 May 15 12:00	Manus Island	FC3336a	Transfield	Person in Detention	Grievances
27 May 15 11:28	27 May 15 12:00	Manus Island	FC3334a	Transfield	Person in Detention	Grievances
28 May 15 13:20	28 May 15 13:20	Manus Island	FC3343a	Transfield	Person in Detention	Grievances
28 May 15 13:20	28 May 15 13:20	Manus Island	FC3339a	Transfield	Person in Detention	Grievances
03 Jun 15 17:40	04 Jun 15 14:30	Manus Island	FC3351A	Transfield	Person in Detention	Grievances
29 May 15 00:00	30 May 15 07:00	Manus Island	FC3348a	Transfield	Person in Detention	Grievances
29 May 15 00:00	30 May 15 07:05	Manus Island	FC3347a	Transfield	Person in Detention	Quality of Clinical Care
29 May 15 00:00	30 May 15 07:10	Manus Island	FC3350a	Transfield	Person in Detention	Access to Services
29 May 15 00:00	30 May 15 07:12	Manus Island	FC3349a	Transfield	Person in Detention	Access to Services
31 May 15 10:13	31 May 15 17:20	Manus Island	FC3368a	Transfield	Person in Detention	Access to Services


27/05/2015 12:00	Clarification provided	28 May 15 16:00	No further action
27/05/2015 12:00	Clarification provided	31 May 15 16:00	No further action
28/05/2015 17:00	Clarification provided	31 May 15 16:00	No further action
28/05/2015 17:00	Clarification provided	31 May 15 16:00	No further action
4/06/2015 16:00	Clarification provided	05 Jun 15 16:00	No further action
29/05/2015 17:15	Clarification provided	03 Jun 15 16:00	No further action
29/05/2015 17:20	Clarification provided	03 Jun 15 16:00	No further action
29/05/2015 17:30	Clarification provided	03 Jun 15 16:00	No further action
29/05/2015 17:35	Clarification provided	03 Jun 15 16:00	No further action
31/05/2015 17:35	clarification provided	02 Jun 15 15:30	No further action

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31 May 15 09:15	31 May 15 17:20	Manus Island	FC3363a	Transfield	Person in Detention	Access to Services
31 May 15 09:57	31 May 15 17:20	Manus Island	FC3361a	Transfield	Person in Detention	Access to Services

31/05/2015 17:35	Clarification provided	02 Jun 15 16:00	No further action
31/05/2015 17:35	Clarification provided	02 Jun 15 16:00	No further action

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IHMS Complaints Register		 ihms International Health and Medical Services										
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Jun 15 12:33	01 Jun 15 14:27	Manus Island	FC3370A	Transfield	Person in Detention	Access to Service	s. 47F(1)	01 Jun 15 15:00	Clarification provided	03 Jun 15 16:00	No further action	s. 47F(1)
01 Jun 15 12:33	01 Jun 15 14:27	Manus Island	FC3371A	Transfield	Person in Detention	Access to Service		01 Jun 15 15:00	Clarification provided	03 Jun 15 16:00	No further action	
02 Jun 15 11:59	02 Jun 15 15:53	Manus Island	FC3377AB	Transfield	Person in Detention	Access to Service		02 Jun 15 16:00	Clarification provided	03 Jun 15 16:00	No further action	
02 Jun 15 12:02	02 Jun 15 16:01	Manus Island	FC3378A	Transfield	Person in Detention	Access to Service		02 Jun 15 16:00	Clarification provided	03 Jun 15 16:00	No further action	
02 Jun 15 12:24	02 Jun 15 16:01	Manus Island	FC3381AB	Transfield	Person in Detention	Access to Service		02 Jun 15 16:00	Clarification provided	03 Jun 15 16:00	No further action	
02 Jun 15 14:53	04 Jun 15 14:38	Manus Island	FC3382A	Transfield	Person in Detention	Access to Service		04 Jun 15 16:00	Clarification provided	05 Jun 15 16:00	No further action	
03 Jun 15 10:49	04 Jun 15 14:41	Manus Island	FC3386A	Transfield	Person in Detention	Access to Service		04 Jun 15 16:00	Clarification provided	05 Jun 15 16:00	No further action	
03 Jun 15 12:16	03 Jun 15 16:11	Manus Island	FC3393A	Transfield	Person in Detention	Grievances		03 Jun 15 16:30	Clarification provided	04 Jun 15 16:00	No further action	

04 Jun 15 08:17	04 Jun 15 14:48	Manus Island	FC3395A	Transfield	Person in Detention	Access to Services	s. 47F(1)	04 Jun 15 16:00	Clarification provided	05 Jun 15 10:45	No further action	s. 47F(1)
04 Jun 15 11:31	04 Jun 15 14:48	Manus Island	FC3400A	Transfield	Person in Detention	Access to Services		04 Jun 15 16:00	Clarification provided	05 Jun 15 10:45	No further action	
05 Jun 15 08:17	05 Jun 15 15:30	Manus Island	FC3402A	Transfield	Person in Detention	Access to Services		05 Jun 15 16:30	Clarification provided	07 Jun 15 16:30	No further action	
05 Jun 15 10:42	05 Jun 15 15:30	Manus Island	FC3404ABC	Transfield	Person in Detention	Grievances		05 Jun 15 16:30	Clarification provided	07 Jun 15 16:30	No further action	
05 Jun 15 11:09	05 Jun 15 15:33	Manus Island	FC3406A	Transfield	Person in Detention	Access to Services		05 Jun 15 16:30	Clarification provided	07 Jun 15 14:23	No further action	
05 Jun 15 11:09	05 Jun 15 15:33	Manus Island	FC3407A	Transfield	Person in Detention	Access to Services		05 Jun 15 16:30	Clarification provided	07 Jun 15 15:00	No further action	
05 Jun 15 11:09	05 Jun 15 15:34	Manus Island	FC3408A	Transfield	Person in Detention	Access to Services		05 Jun 15 16:30	Clarification provided	07 Jun 15 16:32	No further action	
05 Jun 15 12:12	05 Jun 15 15:35	Manus Island	FC3410A	Transfield	Person in Detention	Access to Services		05 Jun 15 16:30	Clarification provided	07 Jun 15 14:30	No further action	
06 Jun 15 08:53	07 Jun 15 09:00	Manus Island	FC3413A	Transfield	Person in Detention	Access to Services		07 Jun 15 16:30	Clarification provided	09 Jun 15 15:00	No further action	
06 Jun 15 10:17	07 Jun 15 11:09	Manus Island	FC3416A	Transfield	Person in Detention	Access to Services		07 Jun 15 16:30	Clarification provided	07 Jun 15 14:30	No further action	
06 Jun 15 10:17	07 Jun 15 11:07	Manus Island	FC3417ABC	Transfield	Person in Detention	Grievances		07 Jun 15 16:30	Clarification provided	07 Jun 15 13:55	No further action	

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06 Jun 15 10:17	07 Jun 15 11 09	Manus Island	FC3422A	Transfield	Person in Detention	Access to Services	07 Jun 15 16:30	Clarification provided	07 Jun 15 15:15	No further action
06 Jun 15 10:37	18 Jun 15 09 06	Manus Island	FC3418ABC	Transfield	Person in Detention	Professional Conduct by IHMS Staff	17 Jun 15 16:00	Clarification provided	18 Jun 15 16:00	No further action
06 Jun 15 10:37	18 Jun 15 09 06	Manus Island	FC3418ABC	Transfield	Person in Detention	Professional Conduct by IHMS Staff	17 Jun 15 16:00	Clarification provided	18 Jun 15 16:00	No further action
06 Jun 15 10:55	18 Jun 15 09 07	Manus Island	FC3419A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	17 Jun 15 16:00	Clarification provided	20 Jun 15 16:00	No further action
07 Jun 15 07:50	18 Jun 15 09:13	Manus Island	FC3421ABC	Transfield	Person in Detention	Professional Conduct by IHMS Staff	17 Jun 15 16:00	Clarification provided	18 Jun 15 16:00	No further action
07 Jun 15 08:17	07 Jun 15 11 21	Manus Island	FC3423A	Transfield	Person in Detention	Access to Services	05 Jun 15 16:30	Clarification provided	07 Jun 15 16:32	No further action
07 Jun 15 10:13	07 Jun 15 11 24	Manus Island	FC3427A	Transfield	Person in Detention	Access to Services	07 Jun 15 16:30	Clarification provided	07 Jun 15 14:02	No further action
07 Jun 15 10:13	07 Jun 15 11 36	Manus Island	FC3428A	Transfield	Person in Detention	Access to Services	07 Jun 15 16:30	Clarification provided	07 Jun 15 14:02	No further action
08 Jun 15 08:12	09 Jun 15 11 05	Manus Island	FC3430A	Transfield	Person in Detention	Access to Services	08 Jun 15 11:00	Clarification provided	08 Jun 15 11:58	No further action

							s. 47F(1)					s. 47F(1)
08 Jun 15 14:33	09 Jun 15 11 57	Manus Island	FC3431AB	Transfield	Person in Detention	Access to Services		08 Jun 15 14:52	Clarification provided	09 Jun 15 15:02	No further action	
09 Jun 15 10:05	09 Jun 15 12 03	Manus Island	FC3440A	Transfield	Person in Detention	Access to Services		09 Jun 15 16:30	Clarification provided	10 Jun 15 09:15	No further action	
09 Jun 15 10:05	09 Jun 15 12 03	Manus Island	FC3441A	Transfield	Person in Detention	Access to Services		09 Jun 15 16:30	Clarification provided	10 Jun 15 11:23	No further action	
09 Jun 15 10:50	09 Jun 15 13 06	Manus Island	FC3442ABC	Transfield	Person in Detention	Access to Services		09 Jun 15 16:30	Clarification provided	09 Jun 15 14:30	No further action	
09 Jun 15 12:04	09 Jun 15 13:15	Manus Island	FC3444A	Transfield	Person in Detention	Access to Services		09 Jun 15 16:30	Clarification provided	09 Jun 15 16:35	No further action	
10 Jun 15 10:00	11 Jun 15 09 34	Manus Island	FC3449A	Transfield	Person in Detention	Grievances		11 Jun 15 16:35	Explanation provided	12 Jun 15 14:17	No further action	
10 Jun 15 10:00	11 Jun 15 10 03	Manus Island	FC3450A	Transfield	Person in Detention	Grievances		11 Jun 15 16:35	Clarification provided	12 Jun 15 15:36	No further action	

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13 Jun 15 09:28	14 Jun 15 09:34	Manus Island	FC3472A	Transfield	Person in Detention	Access to Services
14 Jun 15 11:15	14 Jun 15 13:38	Manus Island	FC3477A	Transfield	Person in Detention	Access to Services
15 Jun 15 13:40	15 Jun 15 14:45	Manus Island	FC3478A	Transfield	Person in Detention	Access to Services
15 Jun 15 13:40	15 Jun 15 14:45	Manus Island	FC3479A	Transfield	Person in Detention	Access to Services
15 Jun 15 13:40	15 Jun 15 14:45	Manus Island	FC3481A	Transfield	Person in Detention	Access to Services
15 Jun 15 15:30	16 Jun 15 09:07	Manus Island	FC3482A	Transfield	Person in Detention	Access to Services
16 Jun 15 13:09	18 Jun 15 15:27	Manus Island	FC3484A	Transfield	Person in Detention	Professional Conduct by IHMS Staff

14 Jun 15 15:00	Clarification provided	15 Jun 15 09:15	No further action
14 Jun 15 15:00	Clarification provided	15 Jun 15 09:52	No further action
15 Jun 15 15:00	Clarification provided	17 Jun 15 16:00	No further action
15 Jun 15 15:00	Clarification provided	17 Jun 15 00:00	No further action
15 Jun 15 15:00	Clarification provided	17 Jun 15 16:00	No further action
16 Jun 15 10:00	Clarification provided	17 Jun 15 16:00	No further action
18 Jun 15 16:00	Clarification provided	20 Jun 15 16:00	No further action

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16 Jun 15 14:11	16 Jun 15 14:50	Manus Island	FC3485A	Transfield	Person in Detention	Access to Services
17 Jun 15 10:47	18 Jun 15 09:20	Manus Island	FC3487A	Transfield	Person in Detention	Grievances
17 Jun 15 14:35	18 Jun 15 09:23	Manus Island	FC3489A	Transfield	Person in Detention	Grievances
18 Jun 15 08:10	18 Jun 15 11:18	Manus Island	FC3492A	Transfield	Person in Detention	Grievances
18 Jun 15 08:10	18 Jun 15 11:22	Manus Island	FC3493A	Transfield	Person in Detention	Grievances
20 Jun 15 14:02	22 Jun 15 16:34	Manus Island	FC3515A	Transfield	Person in Detention	Grievances
20 Jun 15 14:02	22 Jun 15 16:38	Manus Island	FC3516A	Transfield	Person in Detention	Grievances
20 Jun 15 14:02	22 Jun 15 16:39	Manus Island	FCFC3517A	Transfield	Person in Detention	Grievances

16 Jun 15 15:00	Clarification provided	17 Jun 15 16:00	No further action
17 Jun 15 16:00	Clarification provided	18 Jun 15 16:00	No further action
17 Jun 15 00:00	Clarification provided	18 Jun 15 16:00	No further action
18 Jun 15 16:00	Clarification provided	18 Jun 15 16:00	No further action
18 Jun 15 16:00	Clarification provided	18 Jun 15 16:00	No further action
20 Jun 15 16:00	Clarification provided	23 Jun 15 16:00	No further action
20 Jun 15 16:00	Clarification provided	23 Jun 15 16:00	No further action
20 Jun 15 16:00	Clarification provided	23 Jun 15 16:00	No further action

21 Jun 15 07:56	22 Jun 15 16:43	Manus Island	FC3523A	Transfield	Person in Detention	Grievances	s. 47F(1)	22 Jun 15 16:00	Clarification provided	23 Jun 15 16:00	No further action	s. 47F(1)
22 Jun 15 07:07	22 Jun 15 16:46	Manus Island	FC3527A	Transfield	Person in Detention	Grievances		22 Jun 15 16:00	Clarification provided	23 Jun 15 16:00	No further action	
23 Jun 15 10:33	23 Jun 15 15:34	Manus Island	FC3539A	Transfield	Person in Detention	Grievances		23 Jun 15 16:00	Clarification provided	26 Jun 15 16:00	No further action	
23 Jun 15 11:56	23 Jun 15 15:38	Manus Island	FC3536A	Transfield	Person in Detention	Grievances		23 Jun 15 16:00	Clarification provided	26 Jun 15 16:00	No further action	
24 Jun 15 12:52	26 Jun 15 09:40	Manus Island	FC3544A	Transfield	Person in Detention	Grievances		26 Jun 15 16:00	Clarification provided	27 Jun 15 16:00	No further action	
24 Jun 15 17:35	26 Jun 15 09:44	Manus Island	FC3546A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		26 Jun 15 16:00	Clarification provided	27 Jun 15 00:00	No further action	


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26 Jun 15 10:23	09 Jul 15 16:56	Manus Island	FC3551A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	09 Jul 15 16:00	Clarification provided	11 Jul 15 16:00	No further action
26 Jun 15 10:23	09 Jul 15 17:01	Manus Island	FC3552A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	09 Jul 15 16:00	Clarification provided	11 Jul 15 16:00	No further action
27 Jun 15 09:55	27 Jun 15 13:19	Manus Island	FC3559ABC	Transfield	Person in Detention	Grievances	s. 47F(1)	27 Jun 15 16:00	Clarification provided	28 Jun 15 16:00	No further action
27 Jun 15 10:05	27 Jun 15 13:15	Manus Island	FC3555A	Transfield	Person in Detention	Grievances	s. 47F(1)	27 Jun 15 16:00	Clarification provided	28 Jun 15 16:00	No further action
27 Jun 15 16:08	29 Jun 15 14:16	Manus Island	FC3560A	Transfield	Person in Detention	Grievances	s. 47F(1)	29 Jun 15 16:00	Clarification provided	02 Jul 15 10:00	No further action
27 Jun 15 16:08	29 Jun 15 14:17	Manus Island	FC3561A	Transfield	Person in Detention	Grievances	s. 47F(1)	29 Jun 15 16:00	Clarification provided	02 Jul 15 10:00	No further action
28 Jun 15 09:36	29 Jun 15 11:48	Manus Island	FC3563A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	28 Jun 15 16:00	Clarification provided	30 Jun 15 10:00	No further action
28 Jun 15 10:26	29 Jun 15 11:52	Manus Island	FC3564A	Transfield	Person in Detention	Grievances	s. 47F(1)	28 Jun 15 16:00	Clarification provided	30 Jun 15 10:00	No further action

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29 Jun 15 09:27	09 Jul 15 17 04	Manus Island	FC3571A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	09 Jul 15 16:00	Clarification provided	11 Jul 15 16:00	No further action
29 Jun 15 09:56	29 Jun 15 16 02	Manus Island	FC3572A	Transfield	Person in Detention	Grievances	s. 47F(1)	30 Jun 15 16:00	Clarification provided	02 Jul 15 10:00	No further action
29 Jun 15 09:56	29 Jun 15 16 06	Manus Island	FC3573A	Transfield	Person in Detention	Grievances	s. 47F(1)	30 Jun 15 16:00	Clarification provided	04 Jul 15 16:00	No further action
29 Jun 15 09:56	29 Jun 15 16 07	Manus Island	FC3574A	Transfield	Person in Detention	Grievances	s. 47F(1)	30 Jun 15 16:00	Clarification provided	04 Jul 15 16:00	No further action

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Complaints Register												
												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Jul 15 10:38	02 Jul 15 09:27	Manus Island	FC3585A	Transfield	Person in Detention	Grievances	s. 47F(1)	02 Jul 15 10:00	Other - please detail in comments	04 Jul 15 16:00	No further action	s. 47F(1)
02 Jul 15 09:13	09 Jul 15 17:08	Manus Island	FC3589A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		09 Jul 15 16:00	Other - please detail in comments	11 Jul 15 16:00	No further action	
03 Jul 15 09:01	09 Jul 15 17:10	Manus Island	FC3592A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		09 Jul 15 16:00	Other - please detail in comments	11 Jul 15 16:00	No further action	
03 Jul 15 11:09	04 Jul 15 17:58	Manus Island	FC3595A	Transfield	Person in Detention	Grievances		04 Jul 15 16:00	Other - please detail in comments	08 Jul 15 16:00	No further action	
04 Jul 15 10:14	04 Jul 15 18:01	Manus Island	FC3601ABC	Transfield	Person in Detention	Grievances		04 Jul 15 16:00	Other - please detail in comments	08 Jul 15 16:00	No further action	
04 Jul 15 10:19	09 Jul 15 17:12	Manus Island	FC3599A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		09 Jul 15 16:00	Other - please detail in comments	11 Jul 15 16:00	No further action	

06 Jul 15 11:41	08 Jul 15 17:16	Manus Island	FC3609A	Transfield	Person in Detention	Grievances	s. 47F(1)	08 Jul 15 16:00	Other - please detail in comments	10 Jul 15 16:00	No further action	s. 47F(1)
07 Jul 15 00:00	08 Jul 15 13:12	Manus Island	FC3615AB	Transfield	Person in Detention	Grievances		08 Jul 15 16:00	Other - please detail in comments	11 Jul 15 16:00	No further action	
07 Jul 15 00:00	09 Jul 15 17:15	Manus Island	FC3616A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		09 Jul 15 16:00	Other - please detail in comments	11 Jul 15 16:00	No further action	
07 Jul 15 13:07	08 Jul 15 17:19	Manus Island	FC3614A	Transfield	Person in Detention	Grievances		08 Jul 15 16:00	Other - please detail in comments	10 Jul 15 16:00	No further action	
07 Jul 15 13:41	09 Jul 15 17:17	Manus Island	FC3617A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		09 Jul 15 16:00	Other - please detail in comments	11 Jul 15 16:00	No further action	
07 Jul 15 13:41	09 Jul 15 17:20	Manus Island	FC3618A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		09 Jul 15 16:00	Other - please detail in comments	11 Jul 15 16:00	No further action	

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08 Jul 15 00:00	08 Jul 15 16:00	Manus Island	FC3631A	Transfield	Person in Detention	Grievances	s. 47F(1)	08 Jul 15 16:00	Other - please detail in comments	10 Jul 15 16:00	No further action
08 Jul 15 11:49	08 Jul 15 16:00	Manus Island	FC3629A	Transfield	Person in Detention	Grievances	s. 47F(1)	08 Jul 15 16:00	Other - please detail in comments	10 Jul 15 16:00	No further action
09 Jul 15 18:42	13 Jul 15 15:31	Manus Island	FC3634A	Transfield	Person in Detention	Grievances	s. 47F(1)	12 Jul 15 16:00	Other - please detail in comments	16 Jul 15 16:00	No further action
09 Jul 15 18:42	13 Jul 15 15:33	Manus Island	FC3636A	Transfield	Person in Detention	Grievances	s. 47F(1)	12 Jul 15 16:00	Other - please detail in comments	15 Jul 15 16:00	No further action
09 Jul 15 18:42	13 Jul 15 15:35	Manus Island	FC3637A	Transfield	Person in Detention	Grievances	s. 47F(1)	12 Jul 15 16:00	Other - please detail in comments	15 Jul 15 16:00	No further action
10 Jul 15 09:46	13 Jul 15 15:39	Manus Island	FC3639ABC	Transfield	Person in Detention	Grievances	s. 47F(1)	12 Jul 15 16:00	Other - please detail in comments	15 Jul 15 16:00	No further action

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10 Jul 15 15:30	13 Jul 15 15:42	Manus Island	FC3642A	Transfield	Person in Detention	Grievances	s. 47F(1)	12 Jul 15 16:00	Other - please detail in comments	15 Jul 15 16:00	No further action	s. 47F(1)
10 Jul 15 15:30	13 Jul 15 15:45	Manus Island	FC3643A	Transfield	Person in Detention	Grievances		12 Jul 15 16:00	Other - please detail in comments	15 Jul 15 16:00	No further action	
10 Jul 15 15:30	13 Jul 15 15:47	Manus Island	FC3644A	Transfield	Person in Detention	Grievances		12 Jul 15 16:00	Other - please detail in comments	15 Jul 15 16:00	No further action	
11 Jul 15 11:10	13 Jul 15 15:49	Manus Island	FC3530A	Transfield	Person in Detention	Grievances		12 Jul 15 16:00	Other - please detail in comments	16 Jul 15 16:00	No further action	
11 Jul 15 11:10	13 Jul 15 15:38	Manus Island	FC3626A	Transfield	Person in Detention	Grievances		12 Jul 15 16:00	Other - please detail in comments	16 Jul 15 16:00	No further action	
11 Jul 15 15:04	13 Jul 15 16:01	Manus Island	FC3650A	Transfield	Person in Detention	Grievances		12 Jul 15 16:00	Other - please detail in comments	15 Jul 15 16:00	No further action	
12 Jul 15 15:13	13 Jul 15 16:02	Manus Island	FC3656AB	Transfield	Person in Detention	Grievances		12 Jul 15 16:00	Other - please detail in comments	15 Jul 15 16:00	No further action	

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13 Jul 15 16:48	14 Jul 15 16:48	Manus Island	FC3666A	Transfield	Person in Detention	Grievances
09 Jul 15 18:45	16 Jul 15 17:12	Manus Island	FC3638A	Transfield	Person in Detention	Professional Conduct by IHMS Staff
14 Jul 15 18:43	16 Jul 15 17:17	Manus Island	FC3668A	Transfield	Person in Detention	Grievances
15 Jul 15 17:03	16 Jul 15 17:18	Manus Island	FC3676A	Transfield	Person in Detention	Grievances
15 Jul 15 17:10	16 Jul 15 17:19	Manus Island	FC3678A	Transfield	Person in Detention	Grievances
15 Jul 15 17:14	16 Jul 15 17:20	Manus Island	FC3679A	Transfield	Person in Detention	Grievances
17 Jul 15 15:37	18 Jul 15 15:15	Manus Island	FC3688A	Transfield	Person in Detention	Grievances
16 Jul 15 12:46	18 Jul 15 15:17	Manus Island	FC3684AB	Transfield	Person in Detention	Grievances
16 Jul 15 17:43	18 Jul 15 15:20	Manus Island	FC3659A	Transfield	Person in Detention	Grievances

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14 Jul 15 16:00	Other - please detail in comments	15 Jul 15 16:00	No further action
16 Jul 15 16:00	Other - please detail in comments	16 Jul 15 16:00	No further action
16 Jul 15 16:00	Other - please detail in comments	17 Jul 15 16:00	No further action
16 Jul 15 16:00	Other - please detail in comments	18 Jul 15 16:00	No further action
16 Jul 15 16:00	Other - please detail in comments	21 Jul 15 16:00	No further action
16 Jul 15 16:00	Other - please detail in comments	17 Jul 15 16:00	No further action
18 Jul 15 16:00	Other - please detail in comments	23 Jul 15 16:00	No further action
	Other - please detail in comments		
	Other - please detail in comments		

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18 Jul 15 16:19	19 Jul 15 16:00	Manus Island	FC3695A	Transfield	Person in Detention	Grievances
19 Jul 15 14:50	19 Jul 15 16:21	Manus Island	FC3705A	Transfield	Person in Detention	Grievances
19 Jul 15 15:03	19 Jul 15 16:28	Manus Island	FC3701A	Transfield	Person in Detention	Grievances
19 Jul 15 11:58	19 Jul 15 16:30	Manus Island	FC3698A	Transfield	Person in Detention	Grievances
20 Jul 15 10:48	20 Jul 15 15:51	Manus Island	FC3714A	Transfield	Person in Detention	Grievances
19 Jul 15 21:36	20 Jul 15 15:53	Manus Island	FC3699A	Transfield	Person in Detention	Grievances
19 Jul 15 21:36	20 Jul 15 15:56	Manus Island	FC3702A	Transfield	Person in Detention	Grievances
19 Jul 15 21:28	20 Jul 15 15:58	Manus Island	FC3710A	Transfield	Person in Detention	Grievances
19 Jul 15 21:35	20 Jul 15 15:00	Manus Island	FC3708A	Transfield	Person in Detention	Grievances
21 Jul 15 19:06	22 Jul 15 16:01	Manus Island	FC3723A	Transfield	Person in Detention	Grievances
21 Jul 15 19:06	21 Jul 15 16:06	Manus Island	FC3721A	Transfield	Person in Detention	Grievances
22 Jul 15 11:08	21 Jul 15 16:08	Manus Island	FC3734A	Transfield	Person in Detention	Grievances
22 Jul 15 11:08	22 Jul 15 16:11	Manus Island	FC3736A	Transfield	Person in Detention	Grievances

19 Jul 15 16:00	Other - please detail in comments	21 Jul 15 16:00	No further action
19 Jul 15 16:00	Other - please detail in comments	26 Jul 15 16:00	No further action
19 Jul 15 16:00	Other - please detail in comments	26 Jul 15 16:00	No further action
19 Jul 15 16:00	Other - please detail in comments	26 Jul 15 16:00	No further action
20 Jul 15 16:00	Other - please detail in comments	26 Jul 15 16:00	No further action
20 Jul 15 16:00	Other - please detail in comments	21 Jul 15 16:00	No further action
20 Jul 15 16:00	Other - please detail in comments	21 Jul 15 16:00	No further action
20 Jul 15 16:00	Other - please detail in comments	04 Aug 15 16:00	No further action
20 Jul 15 16:00	Other - please detail in comments	21 Jul 15 16:00	No further action
22/07/2015 16:00	Other - please detail in comments	31 Jul 15 16:00	No further action
22/07/2015 16:00	Other - please detail in comments	31 Jul 15 16:00	No further action
22/07/2015 16:00	Other - please detail in comments	23 Jul 15 16:00	No further action
22/07/2015 16:00	Other - please detail in comments	23 Jul 15 16:00	No further action

22 Jul 15 11:08	22 Jul 15 16:13	Manus Island	FC3735A	Transfield	Person in Detention	Grievances	s. 47F(1)	22/07/2015 16:00	Other - please detail in comments	23 Jul 15 16:00	No further action	s. 47F(1)
22 Jul 15 16:57	23 Jul 15 16:19	Manus Island	FC3737A	Transfield	Person in Detention	Grievances	s. 47F(1)	23/07/2015 16:00	Other - please detail in comments			s. 47F(1)
22 Jul 15 16:57	23 Jul 15 16:24	Manus Island	FC3738A	Transfield	Person in Detention	Grievances	s. 47F(1)	23/07/2015 16:00				s. 47F(1)
22 Jul 15 16:57	23 Jul 15 16:26	Manus Island	FC3741A	Transfield	Person in Detention	Grievances	s. 47F(1)	23/07/2015 16:00	Other - please detail in comments	31 Jul 15 16:00	No further action	s. 47F(1)
23 Jul 15 10:55	23 Jul 15 16:27	Manus Island	FC3744A	Transfield	Person in Detention	Grievances	s. 47F(1)	23/07/2015 16:00	Other - please detail in comments	31 Jul 15 16:00	No further action	s. 47F(1)
22 Jul 15 15:58	23 Jul 15 16:29	Manus Island	FC3727A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	23/07/2015 16:00	Other - please detail in comments	29 Jul 15 16:00	No further action	s. 47F(1)
22 Jul 15 16:58	23 Jul 15 16:32	Manus Island	FC3729A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	23/07/2015 16:00	Other - please detail in comments	29 Jul 15 16:00	No further action	s. 47F(1)
24 Jul 15 14:13	24 Jul 15 15:33	Manus Island	FC3754AB	Transfield	Person in Detention	Grievances	s. 47F(1)	24 Jul 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action	s. 47F(1)
24 Jul 15 11:37	24 Jul 15 15:35	Manus Island	FC3749A	Transfield	Person in Detention	Grievances	s. 47F(1)	24 Jul 15 16:00	Other - please detail in comments	03 Aug 15 16:00	No further action	s. 47F(1)
23 Jul 15 10:55	24 Jul 15 15:40	Manus Island	FC3744A	Transfield	Person in Detention	Grievances	s. 47F(1)	24 Jul 15 16:00	Other - please detail in comments			s. 47F(1)

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24 Jul 15 11:37	24 Jul 15 15:41	Manus Island	FC3748A	Transfield	Person in Detention	Grievances	24 Jul 15 16:00	Other - please detail in comments		
26 Jul 15 12:07	26 Jul 15 15:23	Manus Island	FC3774A	Transfield	Person in Detention	Grievances	26 Jul 15 16:00	Other - please detail in comments	03 Aug 15 16:00	No further action
26 Jul 15 12:07	26 Jul 15 15:27	Manus Island	FC3773A	Transfield	Person in Detention	Grievances	26 Jul 15 16:00	Other - please detail in comments	03 Aug 15 16:00	no further action
27 Jul 15 07:44	27 Jul 15 15:15	Manus Island	FC3775A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	27 Jul 15 16:00	Other - please detail in comments	29 Jul 15 16:00	No further action
28 Jul 15 14:22	28 Jul 15 14:47	Manus Island	FC3796A	Transfield	Person in Detention	Grievances	28 Jul 15 16:00	Other - please detail in comments	03 Aug 15 16:00	No further action
28 Jul 15 11:40	28 Jul 15 14:50	Manus Island	FC3792A	Transfield	Person in Detention	Grievances	28 Jul 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action
28 Jul 15 11:40	28 Jul 15 15:06	Manus Island	FC3791A	Transfield	Person in Detention	Grievances	28 Jul 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action
28 Jul 15 11:40	28 Jul 15 15:08	Manus Island	FC3793A	Transfield	Person in Detention	Grievances	28 Jul 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action
27 Jul 15 16:05	28 Jul 15 15:11	Manus Island	FC3781A	Transfield	Person in Detention	Grievances	28 Jul 15 16:00	Other - please detail in comments	03 Aug 15 16:00	No further action


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27 Jul 15 16:16	28 Jul 15 15:15	Manus Island	FC3782A	Transfield	Person in Detention	Grievances
29 Jul 15 12:18	30 Jul 15 11:49	Manus Island	FC3801A	Transfield	Person in Detention	Grievances
29 Jul 15 11:41	30 Jul 15 11:41	Manus Island	FC3799ABC	Transfield	Person in Detention	Grievances
29 Jul 15 10:36	30 Jul 15 11:49	Manus Island	FC3798ABCD	Transfield	Person in Detention	Grievances
30 Jul 15 12:18	31 Jul 15 10:26	Manus Island	FC3806A	Transfield	Person in Detention	Grievances
31 Jul 15 11:47	31 Jul 15 12:00	Manus Island	FC3815AB	Transfield	Person in Detention	Grievances

28 Jul 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action
29 Jul 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action
29 Jul 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action
29 Jul 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action
30 Jul 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action
31/07/2015 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action

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Complaints Register 												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
							s. 47F(1)					s. 47F(1)
01 Aug 15 11:43	01 Aug 15 15:05	Manus Island	FC3826AB	Transfield	Person in Detention	Grievances		01 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action	
01 Aug 15 10:34	01 Aug 15 15:07	Manus Island	FC3822A	Transfield	Person in Detention	Grievances		01 Aug 15 16:00	Other - please detail in comments	10 Aug 15 00:00	No further action	
01 Aug 15 10:34	01 Aug 15 15:10	Manus Island	FC3823A	Transfield	Person in Detention	Grievances		01 Aug 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action	
02 Aug 15 07:36	04 Aug 15 14:58	Manus Island	FC3827A	Transfield	Person in Detention	Grievances		03 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action	
03 Aug 15 07:38	04 Aug 15 15:06	Manus Island	FC3830A	Transfield	Person in Detention	Grievances		03 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action	
03 Aug 15 07:41	04 Aug 15 15:07	Manus Island	FC3831AB	Transfield	Person in Detention	Grievances		03 Aug 15 16:00	Other - please detail in comments	09 Aug 15 16:00	No further action	
03 Aug 15 12:18	04 Aug 15 15:07	Manus Island	FC3834A	Transfield	Person in Detention	Grievances		03 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action	
03 Aug 15 13:47	04 Aug 15 15:11	Manus Island	FC3816AB	Transfield	Person in Detention	Grievances		03 Aug 15 16:00	Other - please detail in comments	10 Aug 15 00:00	No further action	
05 Aug 15 07:17	05 Aug 15 14:32	Manus Island	FC3841A	Transfield	Person in Detention	Grievances		05 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action	
05 Aug 15 07:17	05 Aug 15 14:42	Manus Island	FC3842A	Transfield	Person in Detention	Grievances		05 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action	
04 Aug 15 18:24	05 Aug 15 14:46	Manus Island	FC3837A	Transfield	Person in Detention	Professional Conduct by IHMS Staff		05 Aug 15 16:00	Clarification provided	05 Aug 15 16:00	No further action	

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05 Aug 15 12:01	05 Aug 15 14:52	Manus Island	FC3844A	Transfield	Person in Detention	Grievances
06 Aug 15 15:23	08 Aug 15 08:38	Manus Island	FC3848ABCD	Transfield	Person in Detention	Grievances
07 Aug 15 15:02	08 Aug 15 08:47	Manus Island	FC3856A	Transfield	Person in Detention	Grievances
05 Aug 15 17:54	08 Aug 15 08:59	Manus Island	FC3328A	Transfield	Person in Detention	Grievances
08 Aug 15 10:57	08 Aug 15 14:14	Manus Island	FC3860A	Transfield	Person in Detention	Grievances
08 Aug 15 12:00	08 Aug 15 14:16	Manus Island	FC3862A	Transfield	Person in Detention	Grievances
08 Aug 15 12:00	08 Aug 15 14:18	Manus Island	FC3864A	Transfield	Person in Detention	Grievances
07 Aug 15 14:58	10 Aug 15 12:42	Manus Island	FC3855A	Transfield	Person in Detention	Professional Conduct by IHMS Staff
05 Aug 15 12:04	10 Aug 15 12:48	Manus Island	FC3845A	Transfield	Person in Detention	Professional Conduct by IHMS Staff
11 Aug 15 12:05	12 Aug 15 09:53	Manus Island	FC3883A	Transfield	Person in Detention	Grievances
10 Aug 15 14:51	13 Aug 15 14:02	Manus Island	FC3888A	Transfield	Person in Detention	Professional Conduct by IHMS Staff
15 Aug 15 10:26	17 Aug 15 16:20	Manus Island	FC3909ABC	Transfield	Person in Detention	Grievances
16 Aug 15 09:25	17 Aug 15 16:51	Manus Island	FC3913A	Transfield	Person in Detention	Grievances
16 Aug 15 09:35	17 Aug 15 09:35	Manus Island	FC3919A	Transfield	Person in Detention	Grievances
17 Aug 15 11:18	17 Aug 15 16:00	Manus Island	FC3921A	Transfield	Person in Detention	Grievances
18 Aug 15 08:47	19 Aug 15 15:46	Manus Island	FC3926A	Transfield	Person in Detention	Professional Conduct by IHMS Staff

05 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action
07 Aug 15 16:00	Other - please detail in comments	11 Aug 15 16:00	No further action
07 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action
06 Aug 15 16:00	Clarification provided	06 Aug 15 16:00	No further action
08 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action
08 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action
08 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action
10 Aug 15 16:00	Other - please detail in comments	10 Aug 15 16:00	No further action
10 Aug 15 16:00	Other - please detail in comments	15 Aug 15 16:00	No further action
12 Aug 15 16:00	Other - please detail in comments	13 Aug 15 00:00	No further action
13 Aug 15 16:00	Other - please detail in comments	13 Aug 15 16:00	No further action
17 Aug 15 16:00	Other - please detail in comments	20 Aug 15 16:00	No further action
17 Aug 15 16:00	Other - please detail in comments	20 Aug 15 16:00	No further action
17 Aug 15 16:00	Other - please detail in comments	20 Aug 15 16:00	No further action
17 Aug 15 16:00	Other - please detail in comments	20 Aug 15 16:00	No further action
19 Aug 15 16:00	Other - please detail in comments	20 Aug 15 16:00	No further action

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18 Aug 15 08:47	19 Aug 15 16:00	Manus Island	FC3927A	Transfield	Person in Detention	Grievances	19 Aug 15 16:00	Other - please detail in comments	20 Aug 15 16:00	No further action
19 Aug 15 10:11	19 Aug 15 16:04	Manus Island	FC3935ABC	Transfield	Person in Detention	Grievances	19 Aug 15 16:00	Other - please detail in comments	20 Aug 15 16:00	No further action
21 Aug 15 12:22	22 Aug 15 16:09	Manus Island	FC3945A	Transfield	Person in Detention	Grievances	22 Aug 15 16:00	Other - please detail in comments	25 Aug 15 16:00	No further action
22 Aug 15 08:30	22 Aug 15 16:10	Manus Island	FC3949A	Transfield	Person in Detention	Grievances	22 Aug 15 16:00	Other - please detail in comments	25 Aug 15 16:00	No further action
22 Aug 15 08:30	22 Aug 15 16:10	Manus Island	FC3950A	Transfield	Person in Detention	Grievances	22 Aug 15 16:00	Other - please detail in comments	25 Aug 15 16:00	No further action
26 Aug 15 11:49	28 Aug 15 10:14	Manus Island	FC3964A	Transfield	Person in Detention	Grievances	28 Aug 15 16:00	Other - please detail in comments	29 Aug 15 16:00	No further action
26 Aug 15 11:49	28 Aug 15 10:16	Manus Island	FC3965A	Transfield	Person in Detention	Grievances	28 Aug 15 10:19	Other - please detail in comments	29 Aug 15 16:00	No further action
26 Aug 15 11:49	28 Aug 15 10:17	Manus Island	FC3966A	Transfield	Person in Detention	Grievances	28 Aug 15 16:00	Other - please detail in comments	29 Aug 15 16:00	No further action
27 Aug 15 10:39	28 Aug 15 10:19	Manus Island	FC3979AB	Transfield	Person in Detention	Grievances	28 Aug 15 16:00	Other - please detail in comments	29 Aug 15 16:00	No further action
27 Aug 15 10:42	28 Aug 15 10:21	Manus Island	FC3980A	Transfield	Person in Detention	Grievances	28 Aug 15 16:00	Other - please detail in comments	29 Aug 15 16:00	No further action
29 Aug 15 10:42	30 Aug 15 16:11	Manus Island	FC3987A	Transfield	Person in Detention	Grievances	29 Aug 15 16:00	Other - please detail in comments	31 Aug 15 16:00	No further action
30 Aug 15 09:49	30 Aug 15 16:13	Manus Island	FC3991A	Transfield	Person in Detention	Grievances	30 Aug 15 16:00	Other - please detail in comments	31 Aug 15 16:00	No further action
26 Aug 15 11:46	31 Aug 15 13:50	Manus Island	FC3967A	Transfield	Person in Detention	Grievances	31 Aug 15 16:00	Other - please detail in comments	01 Sep 15 16:00	No further action
29 Aug 15 10:38	31 Aug 15 13:52	Manus Island	FC3988A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	31 Aug 15 16:00	Other - please detail in comments	01 Sep 15 16:00	No further action
31 Aug 15 10:56	31 Aug 15 13:54	Manus Island	FC3997A	Transfield	Person in Detention	Grievances	31/8/2015 16:00	Other - please detail in comments	01 Sep 15 16:00	No further action
31 Aug 15 10:58	31 Aug 15 13:57	Manus Island	FC3998A	Transfield	Person in Detention	Grievances	31/8/2015 16:00	Other - please detail in comments	01 Sep 15 16:00	No further action

31 Aug 15 12 24	31 Aug 15 14:01	Manus Island	FC4002A	Transfield	Person in Detention	Grievances
31 Aug 15 12 24	31 Aug 15 14:05	Manus Island	FC4003A	Transfield	Person in Detention	Grievances
31 Aug 15 12 24	31 Aug 15 14:10	Manus Island	FC4004A	Transfield	Person in Detention	Grievances
28 Aug 15 11 20	03 Sep 15 14:01	Manus Island	FC3983A	Transfield	Person in Detention	Grievances
28 Aug 15 11 20	03 Sep 15 14:04	Manus Island	FC3984A	Transfield	Person in Detention	Grievances

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31/8/2015 16 00	Other - please detail in comments	01 Sep 15 16:00	No further action
31/8/2015 16 00	Other - please detail in comments	01 Sep 15 16:00	No further action
31/8/2015 16 00	Other - please detail in comments	01 Sep 15 16:00	No further action
2/9/2015 16:00	Other - please detail in comments	04 Sep 15 16:00	No further action
2/9/2015 16:00	Other - please detail in comments	04 Sep 15 16:00	No further action

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Complaints Register												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Sep 15 11:22	01 Sep 15 11:41	Manus Island	FC4008A	Transfield	Person in Detention	Grievances	s. 47F(1)	01 Sep 15 16:00	Other - please detail in comments	01 Sep 15 16 00	No further action	s. 47F(1)
03 Sep 15 11:16	03 Sep 15 14:11	Manus Island	FC4016A	Transfield	Person in Detention	Grievances		03 Sep 15 16:00	Other - please detail in comments	04 Sep 15 16 00	No further action	
04 Sep 15 11:19	05 Sep 15 16:42	Manus Island	FC4020A	Transfield	Person in Detention	Grievances		04 Sep 15 16:00	Other - please detail in comments	06 Sep 15 16 00	No further action	
06 Sep 15 11:14	07 Sep 15 09:52	Manus Island	FC4032AB	Transfield	Person in Detention	Grievances		07 Sep 15 16:00	Other - please detail in comments	08 Sep 15 00 00	No further action	
06 Sep 15 11:30	07 Sep 15 09:59	Manus Island	FC4029A	Transfield	Person in Detention	Grievances		07 Sep 15 16:00	Other - please detail in comments	08 Sep 15 16 00	No further action	
06 Sep 15 11:30	07 Sep 15 10:02	Manus Island	FC4028A	Transfield	Person in Detention	Grievances		07 Sep 15 16:00	Other - please detail in comments	08 Sep 15 16:00	No further action	
06 Sep 15 11:30	07 Sep 15 10:06	Manus Island	FC4031A	Transfield	Person in Detention	Grievances		07 Sep 15 16:00	Other - please detail in comments	08 Sep 15 16 00	No further action	
06 Sep 15 11:30	07 Sep 15 10:08	Manus Island	FC4030A	Transfield	Person in Detention	Grievances		07 Sep 15 16:00	Other - please detail in comments	08 Sep 15 16 00	No further action	
07 Sep 15 11:24	08 Sep 15 10:37	Manus Island	FC4038A	Transfield	Person in Detention	Grievances		08 Sep 15 16:00	Other - please detail in comments	08 Sep 15 16 00	No further action	
08 Sep 15 10:13	09 Sep 15 09:16	Manus Island	FC4040AB	Transfield	Person in Detention	Grievances		08 Sep 15 16:00	Other - please detail in comments	09 Sep 15 16 00	No further action	

09 Sep 15 10:40	10 Sep 15 14:14	Manus Island	FC4052A	Transfield	Person in Detention	Grievances
09 Sep 15 11:36	10 Sep 15 14:21	Manus Island	FC4056AB	Transfield	Person in Detention	Grievances
10 Sep 15 12:19	10 Sep 15 14:30	Manus Island	FC4063A	Transfield	Person in Detention	Grievances
10 Sep 15 08:30	10 Sep 15 14:37	Manus Island	FC4058AB	Transfield	Person in Detention	Grievances
12 Sep 15 09:28	14 Sep 15 14:34	Manus Island	FC4070A	Transfield	Person in Detention	Grievances
12 Sep 15 10:07	14 Sep 15 14:43	Manus Island	FC4071A	Transfield	Person in Detention	Grievances
12 Sep 15 10:05	14 Sep 15 14:48	Manus Island	FC4072A	Transfield	Person in Detention	Grievances
12 Sep 15 09:28	14 Sep 15 14:47	Manus Island	FC4068A	Transfield	Person in Detention	Grievances

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09 Sep 15 16:00	Other - please detail in comments	16 Sep 15 16 00	No further action
09 Sep 15 16:00	Other - please detail in comments	11 Sep 15 16 00	No further action
10 Sep 15 16:00	Other - please detail in comments	11 Sep 15 16:00	No further action
10 Sep 15 16:00	Other - please detail in comments	11 Sep 15 16 00	No further action
13 Sep 15 16:00	Other - please detail in comments	15 Sep 15 16 00	No further action
13 Sep 15 16:00	Other - please detail in comments	15 Sep 15 16:00	No further action
13 Sep 15 16:00	Other - please detail in comments	16 Sep 15 16:00	No further action
13 Sep 15 16:00	Other - please detail in comments	16 Sep 15 16 00	No further action

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13 Sep 15 11:32	14 Sep 15 14:53	Manus Island	FC4075A	Transfield	Person in Detention	Grievances
17 Sep 15 13:40	18 Sep 15 09:33	Manus Island	FC4088A	Transfield	Person in Detention	Grievances
18 Sep 15 07:59	18 Sep 15 09:35	Manus Island	FC4096A	Transfield	Person in Detention	Grievances
18 Sep 15 11:13	19 Sep 15 10:33	Manus Island	FC4099AB	Transfield	Person in Detention	Grievances
18 Sep 15 11:13	19 Sep 15 10:35	Manus Island	FC4098A	Transfield	Person in Detention	Grievances
20 Sep 15 11:28	21 Sep 15 15:34	Manus Island	FC4104A	Transfield	Person in Detention	Grievances
21 Sep 15 11:07	22 Sep 15 15:43	Manus Island	FC4117A	Transfield	Person in Detention	Grievances
22 Sep 15 09:47	22 Sep 15 15:47	Manus Island	FC4123A	Transfield	Person in Detention	Grievances
22 Sep 15 10:02	22 Sep 15 15:58	Manus Island	FC4119AB	Transfield	Person in Detention	Grievances

14 Sep 15 16:00	Other - please detail in comments	14 Sep 15 16 00	No further action
18 Sep 15 16:00	Other - please detail in comments	18 Sep 15 16 00	No further action
18 Sep 15 16:00	Other - please detail in comments	18 Sep 15 16 00	No further action
19 Sep 15 16:00	Other - please detail in comments	19 Sep 15 16 00	No further action
19 Sep 15 16:00	Other - please detail in comments	19 Sep 15 16 00	No further action
21 Sep 15 16:00	Other - please detail in comments	21 Sep 15 16 00	No further action
22 Sep 15 16:00	Other - please detail in comments	23 Sep 15 16 00	No further action
22 Sep 15 16:00	Other - please detail in comments	26 Sep 15 16 00	No further action
22 Sep 15 16:00	Other - please detail in comments	23 Sep 15 16 00	No further action

23 Sep 15 08:55	23 Sep 15 16:00	Manus Island	FC4125AB	Transfield	Person in Detention	Grievances	s. 47F(1)	23 Sep 15 16:00	Other - please detail in comments	23 Sep 15 16 00	No further action	s. 47F(1)
24 Sep 15 08:00	24 Sep 15 16:30	Manus Island	FC4135A	Transfield	Person in Detention	Grievances		24 Sep 15 16:00	Other - please detail in comments	25 Sep 15 16 00	No further action	
24 Sep 15 08:00	24 Sep 15 15:16	Manus Island	FC4136A	Transfield	Person in Detention	Grievances		24 Sep 15 16:00	Other - please detail in comments	25 Sep 15 16 00	No further action	
26 Sep 15 11:01	27 Sep 15 09:54	Manus Island	FC4143A	Transfield	Person in Detention	Grievances		27 Sep 15 16:00	Other - please detail in comments	29 Sep 15 16 00	No further action	
28 Sep 15 07:59	28 Sep 15 10:18	Manus Island	FC4159A	Transfield	Person in Detention	Grievances		28 Sep 15 16:00	Other - please detail in comments	29 Sep 15 16 00	No further action	
28 Sep 15 15:45	29 Sep 15 08:23	Manus Island	FC4165A	Transfield	Person in Detention	Grievances		29 Sep 15 16:00	Other - please detail in comments	29 Sep 15 16 00	No further action	
28 Sep 15 15:50	29 Sep 15 08:29	Manus Island	FC4166A	Transfield	Person in Detention	Grievances		29 Sep 15 16:00	Other - please detail in comments	29 Sep 15 16 00	No further action	
29 Sep 15 07:48	29 Sep 15 09:08	Manus Island	FC4167A	Transfield	Person in Detention	Grievances		29 Sep 15 16:00	Other - please detail in comments	29 Sep 15 16 00	No further action	

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28 Sep 15 07:23	29 Sep 15 12:05	Manus Island	FC4157A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	29 Sep 15 16:00	Other - please detail in comments	29 Sep 15 16:00	No further action	s. 47F(1)
30 Sep 15 08:49	30 Sep 15 16:09	Manus Island	FC4174A	Transfield	Person in Detention	Grievances		30 Sep 15 16:00	Other - please detail in comments	01 Oct 15 16:00	No further action	

Complaints Register												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Oct 15 08:10	01 Oct 15 11:37	Manus Island	FC4177A	Transfield	Person in Detention	Grievances	s. 47F(1)	01 Oct 15 16:00	Other - please detail in comments	02 Oct 15 16:00	No further action	s. 47F(1)
01 Oct 15 08:10	01 Oct 15 11:39	Manus Island	FC4178A	Transfield	Person in Detention	Grievances		01 Oct 15 16:00	Other - please detail in comments	02 Oct 15 16:00	No further action	
01 Oct 15 14:47	03 Oct 15 12:18	Manus Island	FC4179A	Transfield	Person in Detention	Grievances		02 Oct 15 16:00	Other - please detail in comments	03 Oct 15 16:00	No further action	
01 Oct 15 10:17	01 Oct 15 11:40	Manus Island	FC4186A	Transfield	Person in Detention	Grievances		01 Oct 15 16:00	Other - please detail in comments	02 Oct 15 16:00	No further action	
02 Oct 15 08:48	03 Oct 15 15:42	Manus Island	FC4188A	Transfield	Person in Detention	Grievances		03 Oct 15 16:00	Other - please detail in comments	06 Oct 15 16:00	No further action	
02 Oct 15 09:24	03 Oct 15 15:43	Manus Island	FC4190AB	Transfield	Person in Detention	Grievances		03 Oct 15 16:00	Other - please detail in comments	06 Oct 15 16:00	No further action	
02 Oct 15 09:24	03 Oct 15 15:46	Manus Island	FC4191AB	Transfield	Person in Detention	Grievances		03 Oct 15 16:00	Other - please detail in comments	06 Oct 15 16:00	No further action	
02 Oct 15 12:18	03 Oct 15 15:48	Manus Island	FC4192A	Transfield	Person in Detention	Grievances		03 Oct 15 16:00	Other - please detail in comments	06 Oct 15 16:00	No further action	

02 Oct 15 12:18	03 Oct 15 15:49	Manus Island	FC4193A	Transfield	Person in Detention	Grievances	s. 47F(1)	03 Oct 15 16:00	Other - please detail in comments	06 Oct 15 16:00	No further action
02 Oct 15 12:18	03 Oct 15 15:51	Manus Island	FC4194A	Transfield	Person in Detention	Grievances	s. 47F(1)	03 Oct 15 16:00	Other - please detail in comments	06 Oct 15 16:00	No further action
03 Oct 15 11:04	05 Oct 15 16:41	Manus Island	FC4198A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	03 Oct 15 16:00	Other - please detail in comments	04 Oct 15 16:00	No further action
03 Oct 15 13:01	08 Oct 15 10:29	Manus Island	FC4201A	Transfield	Person in Detention	Grievances	s. 47F(1)	08 Oct 15 16:00	Other - please detail in comments	10 Oct 15 16:00	No further action
05 Oct 15 07:29	06 Oct 15 15:25	Manus Island	FC4205ABC	Transfield	Person in Detention	Grievances	s. 47F(1)	06 Oct 15 16:00	Other - please detail in comments	07 Oct 15 16:00	No further action
05 Oct 15 08:33	06 Oct 15 15:26	Manus Island	FC4206A	Transfield	Person in Detention	Grievances	s. 47F(1)	06 Oct 15 16:00	Other - please detail in comments	07 Oct 15 16:00	No further action
06 Oct 15 10:30	06 Oct 15 15:59	Manus Island	FC4211A	Transfield	Person in Detention	Grievances	s. 47F(1)	06 Oct 15 16:00	Other - please detail in comments	07 Oct 15 00:00	No further action
06 Oct 15 10:37	07 Oct 15 14:33	Manus Island	FC4212A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	s. 47F(1)	07 Oct 15 16:00	Other - please detail in comments	10 Oct 15 16:00	No further action

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07 Oct 15 08:23	07 Oct 15 14:35	Manus Island	FC4218A	Transfield	Person in Detention	Grievances	s. 47F(1)	07 Oct 15 16:00	Other - please detail in comments	10 Oct 15 16:00	No further action
07 Oct 15 11:42	07 Oct 15 14:40	Manus Island	FC4222A	Transfield	Person in Detention	Grievances	s. 47F(1)	07 Oct 15 16:00	Other - please detail in comments	10 Oct 15 16:00	No further action
08 Oct 15 07:35	08 Oct 15 10:32	Manus Island	FC4224A	Transfield	Person in Detention	Grievances	s. 47F(1)	08 Oct 15 16:00	Other - please detail in comments	10 Oct 15 16:00	No further action
08 Oct 15 07:41	08 Oct 15 10:30	Manus Island	FC4225A	Transfield	Person in Detention	Grievances	s. 47F(1)	08 Oct 15 16:00	Other - please detail in comments	10 Oct 15 16:00	No further action
08 Oct 15 11:15	10 Oct 15 15:34	Manus Island	FC4227A	Transfield	Person in Detention	Grievances	s. 47F(1)	10 Oct 15 16:00	Other - please detail in comments	13 Oct 15 16:00	No further action
08 Oct 15 11:17	10 Oct 15 15:31	Manus Island	FC4228A	Transfield	Person in Detention	Grievances	s. 47F(1)	10 Oct 15 16:00	Other - please detail in comments	13 Oct 15 16:00	No further action
09 Oct 15 07:29	10 Oct 15 15:35	Manus Island	FC4229A	Transfield	Person in Detention	Grievances	s. 47F(1)	10 Oct 15 16:00	Other - please detail in comments	13 Oct 15 16:00	No further action
09 Oct 15 09:29	10 Oct 15 09:29	Manus Island	FC4232A	Transfield	Person in Detention	Grievances	s. 47F(1)	10 Oct 15 16:00	Other - please detail in comments	13 Oct 15 00:00	No further action

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11 Oct 15 09:07	13 Oct 15 11:18	Manus Island	FC4243A	Transfield	Person in Detention	Grievances
13 Oct 15 08:11	13 Oct 15 11:20	Manus Island	FC4253A	Transfield	Person in Detention	Grievances
13 Oct 15 08:11	13 Oct 15 11:29	Manus Island	FC4254A	Transfield	Person in Detention	Grievances
14 Oct 15 10:39	14 Oct 15 16:56	Manus Island	FC4263A	Transfield	Person in Detention	Grievances
15 Oct 15 06:58	15 Oct 15 11:39	Manus Island	FC4264A	Transfield	Person in Detention	Grievances
15 Oct 15 06:58	15 Oct 15 11:42	Manus Island	FC4265A	Transfield	Person in Detention	Grievances
15 Oct 15 10:31	15 Oct 15 11:45	Manus Island	FC4267A	Transfield	Person in Detention	Grievances

12 Oct 15 16:00	Other - please detail in comments	14 Oct 15 16:00	No further action
13 Oct 15 16:00	Other - please detail in comments	14 Oct 15 16:00	No further action
13 Oct 15 16:00	Other - please detail in comments	14 Oct 15 16:00	No further action
14 Oct 15 16:00	Other - please detail in comments	15 Oct 15 16:00	No further action
15 Oct 15 16:00	Other - please detail in comments	16 Oct 15 16:00	No further action
15 Oct 15 16:00	Other - please detail in comments	16 Oct 15 16:00	No further action
15 Oct 15 16:00	Other - please detail in comments	16 Oct 15 16:00	No further action

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17 Oct 15 09:21	17 Oct 15 14:56	Manus Island	FC4742A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	17 Oct 15 16:00	Other - please detail in comments	19 Oct 15 16:00	No further action
17 Oct 15 11:38	17 Oct 15 14:59	Manus Island	FC4274A	Transfield	Person in Detention	Grievances	17 Oct 15 16:00	Other - please detail in comments	19 Oct 15 16:00	No further action
17 Oct 15 17:12	19 Oct 15 12:10	Manus Island	FC4271A	Transfield	Person in Detention	Grievances	19 Oct 15 16:00	Other - please detail in comments	19 Oct 15 16:00	No further action
19 Oct 15 11:16	20 Oct 15 08:52	Manus Island	FC4286A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	20 Oct 15 16:00	Other - please detail in comments	21 Oct 15 16:00	No further action
24 Oct 15 15:51	27 Oct 15 11:19	Manus Island	FCP002	Transfield	Person in Detention	Grievances	25 Oct 15 16:00	Other - please detail in comments	29 Oct 15 16:00	No further action
25 Oct 15 08:53	27 Oct 15 11:21	Manus Island	FC4311AB	Transfield	Person in Detention	Grievances	25 Oct 15 16:00	Other - please detail in comments	29 Oct 15 16:00	No further action
26 Oct 15 14:54	27 Oct 15 11:23	Manus Island	FC4315A	Transfield	Person in Detention	Grievances	27 Oct 15 16:00	Other - please detail in comments	29 Oct 15 16:00	No further action
28 Oct 15 12:30	30 Oct 15 15:46	Manus Island	FC4321A	Transfield	Person in Detention	Grievances	28 Oct 15 16:00	Other - please detail in comments	29 Oct 15 16:00	No further action
28 Oct 15 12:20	30 Oct 15 15:46	Manus Island	FC4313A	Transfield	Person in Detention	Professional Conduct by IHMS Staff	28 Oct 15 16:00	Other - please detail in comments	31 Oct 15 16:00	No further action

31 Oct 15 09:22	31 Oct 15 14:53	Manus Island	FC4341A	Transfield	Person in Detention	Grievances	s. 47F(1)	31 Oct 15 16:00	Other - please detail in comments	03 Nov 15 16:00	No further action	s. 47F(1)
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Complaints Register												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments

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01 Nov 15 17:09	02 Nov 15 09:10	Manus Island	FC4354A	Transfield	Person in Detention	Grievances		02 Nov 15 16:00	Other - please detail in comments	03 Nov 15 16:00	No further action	
01 Nov 15 10:46	02 Nov 15 09:18	Manus Island	FC4352A	Transfield	Person in Detention	Grievances		02 Nov 15 16:00	Other - please detail in comments	03 Nov 15 16:00	No further action	
01 Nov 15 10:46	02 Nov 15 09:20	Manus Island	FC4351A	Transfield	Person in Detention	Grievances		02 Nov 15 16:00	Other - please detail in comments	03 Nov 15 16:00	No further action	
01 Nov 15 07:27	02 Nov 15 09:25	Manus Island	FC434AB	Transfield	Person in Detention	Grievances		02 Nov 15 16:00	Other - please detail in comments	04 Nov 15 16:00	No further action	
02 Nov 15 07:00	02 Nov 15 09:29	Manus Island	FC4355A	Transfield	Person in Detention	Grievances		02 Nov 15 16:00	Other - please detail in comments	03 Nov 15 16:00	No further action	
04 Nov 15 09:21	04 Nov 15 16:41	Manus Island	FC4365A	Transfield	Person in Detention	Grievances		04 Nov 15 16:00	Other - please detail in comments	05 Nov 15 16:00	No further action	
06 Nov 15 08:05	06 Nov 15 14:41	Manus Island	FC4377AB	Transfield	Person in Detention	Grievances		06 Nov 15 16:00	Other - please detail in comments	07 Nov 15 16:00	No further action	
05 Nov 15 09:30	06 Nov 15 14:44	Manus Island	FC4371A	Transfield	Person in Detention	Grievances		06 Nov 15 16:00	Other - please detail in comments	07 Nov 15 16:00	No further action	
05 Nov 15 11:42	06 Nov 15 14:52	Manus Island	FC4375A	Transfield	Person in Detention	Grievances		06 Nov 15 16:00	Other - please detail in comments	10 Nov 15 16:00	No further action	

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05 Nov 15 11:42	06 Nov 15 14:55	Manus Island	FC4347A	Transfield	Person in Detention	Grievances
07 Nov 15 07:59	07 Nov 15 13:58	Manus Island	FC4381A	Transfield	Person in Detention	Grievances
07 Nov 15 07:59	07 Nov 15 14:08	Manus Island	FC4382A	Transfield	Person in Detention	Grievances
08 Nov 15 07:41	10 Nov 15 11:39	Manus Island	FC4390A	Transfield	Person in Detention	Grievances
08 Nov 15 07:27	10 Nov 15 11:43	Manus Island	FC4389A	Transfield	Person in Detention	Grievances
09 Nov 15 10:30	10 Nov 15 11:30	Manus Island	FC4406A	Transfield	Person in Detention	Professional Conduct by IHMS Staff
09 Nov 15 10:19	10 Nov 15 11:35	Manus Island	FC4407A	Transfield	Person in Detention	Grievances
09 Nov 15 07:42	10 Nov 15 11:38	Manus Island	FC4400A	Transfield	Person in Detention	Grievances

06 Nov 15 16:00	Other - please detail in comments	09 Nov 15 16:00	No further action
07 Nov 15 16:00	Other - please detail in comments	07 Nov 15 16:00	No further action
07 Nov 15 16:00	Other - please detail in comments	08 Nov 15 16:00	No further action
09 Nov 15 16:00	Other - please detail in comments	10 Nov 15 16:00	No further action
09 Nov 15 16:00	Other - please detail in comments	10 Nov 15 16:00	No further action
09 Nov 15 16:00	Other - please detail in comments	09 Nov 15 16:00	No further action
09 Nov 15 16:00	Other - please detail in comments	10 Nov 15 16:00	No further action
09 Nov 15 16:00	Other - please detail in comments	10 Nov 15 16:00	No further action

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10 Nov 15 09:32	10 Nov 15 15:13	Manus Island	FC4416A	Transfield	Person in Detention	Grievances	10 Nov 15 16:00	Other - please detail in comments	17 Nov 15 16:00	No further action
10 Nov 15 09:44	10 Nov 15 15:24	Manus Island	FC4415A	Transfield	Person in Detention	Grievances	10 Nov 15 16:00	Other - please detail in comments	14 Nov 15 16:00	No further action
14 Nov 14 12:15	14 Nov 15 14:51	Manus Island	FC4432A	Transfield	Person in Detention	Grievances	14 Nov 15 16:00	Other - please detail in comments	16 Nov 15 16:00	No further action
14 Nov 14 12:15	14 Nov 15 14:53	Manus Island	FC4431A	Transfield	Person in Detention	Grievances	14 Nov 15 16:00	Other - please detail in comments	15 Nov 15 16:00	No further action
14 Nov 14 12:15	14 Nov 15 14:56	Manus Island	FC4436A	Transfield	Person in Detention	Grievances	14 Nov 15 16:00	Other - please detail in comments	16 Nov 15 16:00	No further action
15 Nov 15 08:38	16 Nov 15 17:24	Manus Island	FC4439A	Transfield	Person in Detention	Grievances	16 Nov 15 16:00	Other - please detail in comments	17 Nov 15 16:00	No further action
15 Nov 15 08:38	16 Nov 15 17:28	Manus Island	FC4437A	Transfield	Person in Detention	Grievances	16 Nov 15 16:00	Other - please detail in comments	17 Nov 15 16:00	No further action
15 Nov 15 08:38	16 Nov 15 17:30	Manus Island	FC4438A	Transfield	Person in Detention	Grievances	16 Nov 15 16:00	Other - please detail in comments	17 Nov 15 16:00	No further action
16 Nov 15 11:33	16 Nov 15 17:33	Manus Island	FC4446A	Transfield	Person in Detention	Grievances	16 Nov 15 16:00	Other - please detail in comments	17 Nov 15 16:00	No further action

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17 Nov 15 07:48	18 Nov 15 18:05	Manus Island	FC4450A	Transfield	Person in Detention	Grievances
17 Nov 15 10:18	18 Nov 15 18:10	Manus Island	FC4453A	Transfield	Person in Detention	Grievances
19 Nov 15 08:03	19 Nov 15 17:02	Manus Island	FC4460A	Transfield	Person in Detention	Grievances
19 Nov 15 08:05	19 Nov 15 17:03	Manus Island	FC4461A	Transfield	Person in Detention	Grievances
19 Nov 15 11:31	19 Nov 15 17:05	Manus Island	FC4467A	Transfield	Person in Detention	Grievances
19 Nov 15 11:31	19 Nov 15 17:07	Manus Island	FC4466A	Transfield	Person in Detention	Grievances
21 Nov 15 10:53	22 Nov 15 10:47	Manus Island	FC4484A	Transfield	Person in Detention	Grievances
22 Nov 15 07:52	22 Nov 15 10:49	Manus Island	FC4490A	Transfield	Person in Detention	Grievances

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17 Nov 15 16:00	Other - please detail in comments	20 Nov 15 16:00	No further action
17 Nov 15 16:00	Other - please detail in comments	20 Nov 15 16:00	No further action
19 Nov 15 16:00	Other - please detail in comments	21 Nov 15 16:00	No further action
19 Nov 15 16:00	Other - please detail in comments	21 Nov 15 16:00	No further action
19 Nov 15 16:00	Other - please detail in comments	21 Nov 15 16:00	No further action
19 Nov 15 16:00	Other - please detail in comments	21 Nov 15 16:00	No further action
21 Nov 15 16:00	Other - please detail in comments	27 Nov 15 16:00	No further action
22 Nov 15 16:00	Other - please detail in comments	27 Nov 15 16:00	No further action

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22 Nov 15 10:54	22 Nov 15 11:33	Manus Island	FC4494A	Transfield	Person in Detention	Grievances	s. 47F(1)	22 Nov 15 16:00	Other - please detail in comments	27 Nov 15 16:00	No further action
21 Nov 15 17:40	24 Nov 15 07:45	Manus Island	FC4435A	Transfield	Person in Detention	Grievances	s. 47F(1)	22 Nov 15 16:00	Other - please detail in comments	29 Nov 15 16:00	No further action
23 Nov 15 07:57	24 Nov 15 07:53	Manus Island	FC4496A	Transfield	Person in Detention	Grievances	s. 47F(1)	23 Nov 15 16:00	Other - please detail in comments	27 Nov 15 16:00	No further action
23 Nov 15 07:57	24 Nov 15 07:56	Manus Island	FC4495A	Transfield	Person in Detention	Grievances	s. 47F(1)	23 Nov 15 16:00	Other - please detail in comments	27 Nov 15 16:00	No further action
23 Nov 15 11:19	24 Nov 15 07:58	Manus Island	FC4498A	Transfield	Person in Detention	Grievances	s. 47F(1)	23 Nov 15 16:00	Other - please detail in comments	27 Nov 15 16:00	No further action
25 Nov 15 11:36	27 Nov 15 16:10	Manus Island	FC4509A	Transfield	Person in Detention	Grievances	s. 47F(1)	25 Nov 15 16:00	Other - please detail in comments	29 Nov 15 16:00	No further action
26 Nov 15 08:39	27 Nov 15 16:12	Manus Island	FC4514A	Transfield	Person in Detention	Grievances	s. 47F(1)	27 Nov 15 16:00	Other - please detail in comments	29 Nov 15 16:00	No further action
27 Nov 15 11:47	27 Nov 15 16:16	Manus Island	FC4520A	Transfield	Person in Detention	Grievances	s. 47F(1)	27 Nov 15 16:00	Other - please detail in comments	03 Dec 15 16:00	No further action
27 Nov 15 11:47	27 Nov 15 16:29	Manus Island	FC4526A	Transfield	Person in Detention	Grievances	s. 47F(1)	27 Nov 15 16:00	Other - please detail in comments	29 Nov 15 16:00	No further action

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28 Nov 15 09:22	28 Nov 15 16:13	Manus Island	FC4529A	Transfield	Person in Detention	Grievances	s. 47F(1)	29 Nov 15 16:00	Other - please detail in comments	29 Nov 15 16:00	No further action	s. 47F(1)
29 Nov 15 07:29	30 Nov 15 16:26	Manus Island	FC4531A	Transfield	Person in Detention	Grievances		30 Nov 15 16:00	Other - please detail in comments	03 Dec 15 16:00	No further action	
29 Nov 15 11:20	30 Nov 15 16:30	Manus Island	FC4532A	Transfield	Person in Detention	Grievances		30 Nov 15 16:00	Other - please detail in comments	03 Dec 15 16:00	No further action	

Complaints Register												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Dec 15 09:45	04 Dec 15 17:36	Manus Island	FC4546A	Transfield	Person in Detention	Grievances	s. 47F(1)	03 Dec 15 16:00	Other - please detail in comments	05 Dec 15 16:00	No further action	s. 47F(1)
03 Dec 15 09:56	04 Dec 15 17:38	Manus Island	FC4565A	Transfield	Person in Detention	Grievances		03 Dec 15 16:00	Other - please detail in comments	05 Dec 15 16:00	No further action	
04 Dec 15 10:05	04 Dec 15 17:39	Manus Island	FC4567A	Transfield	Person in Detention	Grievances		05 Dec 15 16:00	Other - please detail in comments	05 Dec 15 16:00	No further action	
04 Dec 15 12:26	04 Dec 15 17:42	Manus Island	FC4570A	Transfield	Person in Detention	Grievances		05 Dec 15 16:00	Other - please detail in comments	05 Dec 15 16:00	No further action	
04 Dec 15 12:55	04 Dec 15 17:44	Manus Island	FC4573A	Transfield	Person in Detention	Grievances		05 Dec 15 16:00	Other - please detail in comments	08 Dec 15 16:00	No further action	
04 Dec 15 13:11	05 Dec 15 17:00	Manus Island	FC4574A	Transfield	Person in Detention	Grievances		06 Dec 15 16:00	Other - please detail in comments	07 Dec 15 16:00	No further action	
06 Dec 15 12:58	07 Dec 15 10:32	Manus Island	FC4583A	Transfield	Person in Detention	Grievances		07 Dec 15 16:00	Other - please detail in comments	08 Dec 15 16:00	No further action	

06 Dec 15 13:02	07 Dec 15 10:41	Manus Island	FC4584A	Transfield	Person in Detention	Grievances	s. 47F(1)	07 Dec 15 16:00	Other - please detail in comments	08 Dec 15 16:00	No further action	s. 47F(1)
06 Dec 15 13:05	07 Dec 15 10:44	Manus Island	FC4587A	Transfield	Person in Detention	Grievances		07 Dec 15 16:00	Other - please detail in comments	08 Dec 15 16:00	No further action	
06 Dec 15 13:08	07 Dec 15 10:45	Manus Island	FC4588A	Transfield	Person in Detention	Grievances		07 Dec 15 16:00	Other - please detail in comments	08 Dec 15 16:00	No further action	
07 Dec 15 14:58	08 Dec 15 09:27	Manus Island	FC4591A	Transfield	Person in Detention	Grievances		08 Dec 15 16:00	Other - please detail in comments	10 Dec 15 16:00	No further action	
07 Dec 15 14:58	08 Dec 15 09:29	Manus Island	FC4593A	Transfield	Person in Detention	Grievances		08 Dec 15 16:00	Other - please detail in comments	10 Dec 15 16:00	No further action	
07 Dec 15 14:58	08 Dec 15 09:32	Manus Island	FC4594A	Transfield	Person in Detention	Grievances		08 Dec 15 16:00	Other - please detail in comments	10 Dec 15 16:00	No further action	
07 Dec 15 17:09	08 Dec 15 09:36	Manus Island	FC4596A	Transfield	Person in Detention	Grievances		08 Dec 15 16:00	Other - please detail in comments	10 Dec 15 16:00	No further action	

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07 Dec 15 17:09	08 Dec 15 09:38	Manus Island	FC4595A	Transfield	Person in Detention	Grievances		08 Dec 15 16:00	Other - please detail in comments	10 Dec 15 16:00	No further action
09 Dec 15 10:02	10 Dec 15 16:46	Manus Island	FC4604A	Transfield	Person in Detention	Grievances		10 Dec 15 16:00	Other - please detail in comments	14 Dec 15 16:00	No further action
10 Dec 15 12:40	10 Dec 15 16:48	Manus Island	FC4606A	Transfield	Person in Detention	Grievances		10 Dec 15 16:00	Other - please detail in comments	14 Dec 15 16:00	No further action
11 Dec 15 15:27	12 Dec 15 15:34	Manus Island	FC4613A	Transfield	Person in Detention	Grievances		12 Dec 15 16:00	Other - please detail in comments	14 Dec 15 16:00	No further action
14 Dec 15 10:35	14 Dec 15 10:35	Manus Island	FC4627A	Transfield	Person in Detention	Grievances		14 Dec 15 16:00	Other - please detail in comments	15 Dec 15 16:00	No further action
14 Dec 15 19:30	15 Dec 15 11:33	Manus Island	FC4632A	Transfield	Person in Detention	Grievances		15 Dec 15 16:00	Other - please detail in comments	16 Dec 15 16:00	No further action
15 Dec 15 14:48	16 Dec 15 07:15	Manus Island	FC4639A	Transfield	Person in Detention	Grievances		15 Dec 15 16:00	Other - please detail in comments	16 Dec 15 16:00	No further action
16 Dec 15 12:07	16 Dec 15 14:53	Manus Island	FC4624A	Transfield	Person in Detention	Grievances		16 Dec 15 14:40	Other - please detail in comments	16 Dec 15 16:00	No further action

17 Dec 15 14:01	17 Dec 15 14:57	Manus Island	FC4645ab	Transfield	Person in Detention	Grievances	s. 47F(1)	17 Dec 15 16:00	Other - please detail in comments	18 Dec 15 16:00	No further action
17 Dec 15 14:26	17 Dec 15 14:59	Manus Island	FC4648a	Transfield	Person in Detention	Grievances	s. 47F(1)	17 Dec 15 16:00	Other - please detail in comments	18 Dec 15 16:00	No further action
18 Dec 15 18:22	19 Dec 14 12:09	Manus Island	FC4448a	Transfield	Person in Detention	Grievances	s. 47F(1)	19 Dec 15 10:00	Other - please detail in comments	19 Dec 15 16:00	No further action
18 Dec 15 18:22	19 Dec 14 12:06	Manus Island	FC4653a	Transfield	Person in Detention	Grievances	s. 47F(1)	19 Dec 15 10:00	Other - please detail in comments	19 Dec 15 16:00	No further action
19 Dec 15 11:33	19 Dec 15 12:18	Manus Island	FC4661a	Transfield	Person in Detention	Grievances	s. 47F(1)	19 Dec 15 16:00	Other - please detail in comments	19 Dec 15 16:00	No further action
21 Dec 15 07:21	21 Dec 15 08:22	Manus Island	FC4670abc	Transfield	Person in Detention	Grievances	s. 47F(1)	21/12/2015 16:00	Other - please detail in comments	21 Dec 15 16:00	No further action
22 Dec 15 13:38	22 Dec 15 14:26	Manus Island	FC4685a	Transfield	Person in Detention	Grievances	s. 47F(1)	22 Dec 15 16:00	Other - please detail in comments	23 Dec 15 16:00	No further action
22 Dec 15 14:25	22 Dec 15 14:30	Manus Island	FC4677a	Transfield	Person in Detention	Grievances	s. 47F(1)	22 Dec 15 16:00	Other - please detail in comments	23 Dec 15 16:00	No further action


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23 Dec 15 12:31	24 Dec 15 09:20	Manus Island	FC4695A	Transfield	Person in Detention	Grievances	24 Dec 15 16:00	Other - please detail in comments	24 Dec 15 16:00	No further action
23 Dec 15 14:20	24 Dec 15 09:23	Manus Island	fc4698a	Transfield	Person in Detention	Grievances	24 Dec 15 16:00	Other - please detail in comments	24 Dec 15 16:00	No further action
23 Dec 15 13:16	24 Dec 15 09:30	Manus Island	FC469a	Transfield	Person in Detention	Grievances	24 Dec 15 08:30	Other - please detail in comments	24 Dec 15 16:00	No further action
24 Dec 15 15:18	25 Dec 15 09:00	Manus Island	FC4702AB	Transfield	Person in Detention	Grievances	25 Dec 15 16:00	Other - please detail in comments	25 Dec 15 16:00	No further action
25 Dec 15 15:38	25 Dec 15 15:53	Manus Island	FC4709A	Transfield	Person in Detention	Grievances	25 Dec 15 16:00	Other - please detail in comments	26 Dec 15 16:00	No further action
25 Dec 15 15:45	26 Dec 15 08:50	Manus Island	FC4708AB	Transfield	Person in Detention	Grievances	26/12/2015 16:00	other - please detail in comments	26 Dec 15 16:00	No further action
25 Dec 15 15:44	26 Dec 15 08:50	Manus Island	FC4710A	Transfield	Person in Detention	Grievances	26/12/2015 16:00	Other - please detail in comments	26 Dec 15 16:00	No further action
26 Dec 15 11:32	26 Dec 15 13:32	Manus Island	FC4715A	Transfield	Person in Detention	Grievances	26/12/2015 16:00	Other - please detail in comments	27 Dec 15 16:00	No further action
26 Dec 15 11:33	26 Dec 15 13:40	Manus Island	FC 4713A	Transfield	Person in Detention	Grievances	26/12/2015 16:00	Other - please detail in comments	28 Dec 15 16:00	No further action
28 Dec 15 12:05	28 Dec 15 14:31	Manus Island	FC4720ab	Transfield	Person in Detention	Grievances	28/12/2015 16:00	Other - please detail in comments	28 Dec 15 18:00	No further action
28 Dec 15 15:07	28 Dec 15 18:05	Manus Island	FC4723	Transfield	Person in Detention	Grievances	28/12/2015 16:00	Other - please detail in comments	28 Dec 15 17:45	No further action
29 Dec 15 14:34	29 Dec 15 15:30	Manus Island	FC4736	Transfield	Person in Detention	Grievances	29/12/2015 16:00	Other - please detail in comments	30 Dec 15 12:00	No further action
29 Dec 15 13:56	29 Dec 15 15:30	Manus Island	FC4735a	Transfield	Person in Detention	Grievances	29/12/2015 16:00	Other - please detail in comments	30 Dec 15 12:00	No further action
29 Dec 15 11:53	29 Dec 15 15:30	Manus Island	FC4728	Transfield	Person in Detention	Grievances	29/12/2015 16:00	Other - please detail in comments	30 Dec 15 12:00	No further action
29 Dec 15 11:55	29 Dec 15 15:30	Manus Island	FC4730ab	Transfield	Person in Detention	Grievances	29/12/2015 16:00	Other - please detail in comments	30 Dec 15 12:00	No further action

29 Dec 15 11:59	29 Dec 15 15:30	Manus Island	FC4731ab	Transfield	Person in Detention	Grievances	s. 47F(1)	29/12/2015 16:00	Other - please detail in comments	30 Dec 15 12:00	No further action	s. 47F(1)
30 Dec 15 15:31	30 Dec 15 18:10	Manus Island	FC4742a	Transfield	Person in Detention	Grievances		30/12/2015 17:00	Other - please detail in comments	30 Dec 15 17:30	No further action	
31 Dec 15 15:22	01 Jan 16 14:20	Manus Island	FC4752ab	Transfield	Person in Detention	Grievances		1/01/2016 14:00	Other - please detail in comments	09 Jan 16 16:00	No further action	
23 Dec 15 13:16	24 Dec 15 08:00	Manus Island	Fc4696a	Transfield	Person in Detention	Grievances		24 Dec 15 08:00	Other - please detail in comments	25 Dec 15 16:00	No further action	

Complaints Register 												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Jan 16 12:08	01 Jan 16 14:20	Manus Island	FC4759a	Transfield	Person in Detention	Grievances	s. 47F(1)	1/01/2016 14:00	Other - please detail in comments	01 Jan 16 16:00	No further action	s. 47F(1)
01 Jan 16 12:47	01 Jan 16 16:15	Manus Island	FC4763ab	Transfield	Other - please detail in comments	Quality of Clinical Care		1/01/2016 16:20	Other - please detail in comments	01 Jan 16 16:00	No further action	
01 Jan 16 12:27	01 Jan 16 16:25	Manus Island	FC4760a	Transfield	Person in Detention	Access to Services		1/01/2016 16:00	Other - please detail in comments	04 Jan 16 16:00	No further action	
02 Jan 16 11:10	02 Jan 16 13:35	Manus Island	FC4766a	Transfield	Person in Detention	Access to Services		2/01/2016 16:00	Other - please detail in comments	04 Jan 16 16:00	No further action	
03 Jan 16 13:39	05 Jan 16 13:42	Manus Island	FC4773A	Transfield	Person in Detention	Grievances		05 Jan 16 16:00	Other - please detail in comments	12 Jan 16 16:00	No further action	
04 Jan 16 11:42	05 Jan 16 14:34	Manus Island	FC4776A	Transfield	Person in Detention	Grievances		05 Jan 16 16:00	Other - please detail in comments	11 Jan 16 16:00	No further action	
04 Jan 16 14:36	05 Jan 16 14:36	Manus Island	FC4779A	Transfield	Person in Detention	Grievances		05 Jan 16 16:00	Other - please detail in comments	12 Jan 16 16:00	No further action	
04 Jan 16 15:00	05 Jan 16 14:38	Manus Island	FC4780A	Transfield	Person in Detention	Grievances		05 Jan 16 14:40	Other - please detail in comments	12 Jan 16 16:00	No further action	
04 Jan 16 15:37	05 Jan 16 14:41	Manus Island	FC4781A	Transfield	Person in Detention	Grievances		05 Jan 16 16:00	Other - please detail in comments	12 Jan 16 16:00	No further action	

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05 Jan 16 16:18	05 Jan 16 18:01	Manus Island	FC4785A	Transfield	Person in Detention	Grievances
06 Jan 16 11:48	07 Jan 16 16:04	Manus Island	FC4793A	Transfield	Person in Detention	Grievances
06 Jan 16 12:01	07 Jan 16 16:07	Manus Island	FC4795A	Transfield	Person in Detention	Grievances
08 Jan 16 08:32	08 Jan 16 14:09	Manus Island	FC4804A	Transfield	Person in Detention	Grievances
09 Jan 16 11:39	11 Jan 16 18:29	Manus Island	FC4812A	Transfield	Person in Detention	Grievances
10 Jan 16 11:04	11 Jan 16 18:30	Manus Island	FC4817A	Transfield	Person in Detention	Grievances
10 Jan 16 11:27	11 Jan 16 18:31	Manus Island	FC4818A	Transfield	Person in Detention	Grievances
10 Jan 16 12:57	11 Jan 16 18:32	Manus Island	FC4819A	Transfield	Person in Detention	Grievances
11 Jan 16 14:15	11 Jan 16 18:32	Manus Island	FC4824A	Transfield	Person in Detention	Grievances

06 Jan 16 16:00	Other - please detail in comments	11 Jan 16 16:00	No further action
07 Jan 16 16:00	Other - please detail in comments	11 Jan 16 16:00	No further action
07 Jan 16 16:00	Other - please detail in comments	11 Jan 16 16:00	No further action
08 Jan 16 16:00	Other - please detail in comments	11 Jan 16 16:00	No further action
11 Jan 16 16:00	Other - please detail in comments	14 Jan 16 16:00	No further action
11 Jan 16 16:00	Other - please detail in comments	14 Jan 16 16:00	No further action
11 Jan 16 16:00	Other - please detail in comments	14 Jan 16 16:00	No further action
11 Jan 16 16:00	Other - please detail in comments	14 Jan 16 16:00	No further action

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13 Jan 16 14:32	14 Jan 16 17:55	Manus Island	FC4831A	Transfield	Person in Detention	Grievances
13 Jan 16 14:36	14 Jan 16 17:58	Manus Island	FC4832A	Transfield	Person in Detention	Grievances
14 Jan 16 14:35	14 Jan 16 18:02	Manus Island	FC4839A	Transfield	Person in Detention	Grievances
15 Jan 16 12:02	16 Jan 16 10:51	Manus Island	FC4847A	Transfield	Person in Detention	Grievances
16 Jan 16 15:14	18 Jan 16 13:15	Manus Island	FC4852A	Transfield	Person in Detention	Grievances
19 Jan 16 14:58	20 Jan 16 11:55	Manus Island	FC4868A	Transfield	Person in Detention	Access to Services
19 Jan 16 14:58	20 Jan 16 11:55	Manus Island	FC4867A	Transfield	Person in Detention	Grievances
19 Jan 16 14:58	20 Jan 16 11:55	Manus Island	FC4865A	Transfield	Person in Detention	Grievances
20 Jan 16 14:30	21 Jan 16 13:35	Manus Island	FC4875A	Transfield	Person in Detention	Grievances
03 Jan 16 13:36	21 Jan 16 13:38	Manus Island	FC4772A	Transfield	Person in Detention	Grievances
21 Jan 16 16:04	23 Jan 16 15:20	Manus Island	FC4885A	Transfield	Person in Detention	Grievances

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14 Jan 16 16:00	Other - please detail in comments	16 Jan 16 16:00	No further action
14 Jan 16 16:00	Other - please detail in comments	16 Jan 16 16:00	No further action
14 Jan 16 16:00	Other - please detail in comments	16 Jan 16 16:00	No further action
16 Jan 16 16:00	Other - please detail in comments	18 Jan 16 16:00	No further action
18 Jan 16 16:00	Other - please detail in comments	20 Jan 16 16:00	No further action
20 Jan 16 16:00	Other - please detail in comments	21 Jan 16 16:00	No further action
20 Jan 16 16:00	Other - please detail in comments	21 Jan 16 16:00	No further action
20 Jan 16 16:00	Other - please detail in comments	21 Jan 16 16:00	No further action
21 Jan 16 16:00	Other - please detail in comments	23 Jan 16 16:00	No further action
21 Jan 16 16:00	Other - please detail in comments	23 Jan 16 16:00	No further action
23 Jan 16 16:00	Other - please detail in comments	26 Jan 16 16:00	No further action

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21 Jan 16 16:10	23 Jan 16 15:23	Manus Island	FC4886A	Transfield	Person in Detention	Grievances		23 Jan 16 16:00	Other - please detail in comments	26 Jan 16 16:00	No further action
22 Jan 16 13:59	23 Jan 16 15:25	Manus Island	FC4894A	Transfield	Person in Detention	Grievances		23 Jan 16 16:00	Other - please detail in comments	26 Jan 16 16:00	No further action
22 Jan 16 14:03	23 Jan 16 15:28	Manus Island	FC4895A	Transfield	Person in Detention	Grievances		23 Jan 16 16:00	Other - please detail in comments	26 Jan 16 16:00	No further action
24 Jan 16 11:25	25 Jan 16 17:51	Manus Island	FC4903A	Transfield	Person in Detention	Grievances		26 Jan 16 16:00	Other - please detail in comments	26 Jan 16 16:00	No further action
27 Jan 16 11:20	27 Jan 16 16:10	Manus Island	FC4914A	Transfield	Person in Detention	Grievances		27 Jan 16 16:00	Other - please detail in comments	29 Jan 16 16:00	No further action
27 Jan 16 11:20	27 Jan 16 16:55	Manus Island	FC4915A	Transfield	Person in Detention	Grievances		27 Jan 16 16:00	Other - please detail in comments	29 Jan 16 16:00	No further action
27 Jan 16 11:27	27 Jan 16 16:57	Manus Island	FC4854A	Transfield	Person in Detention	Grievances		27 Jan 16 16:00	Other - please detail in comments	29 Jan 16 16:00	No further action
28 Jan 16 12:12	29 Jan 16 15:38	Manus Island	FC4920A	Transfield	Person in Detention	Grievances		29 Jan 16 16:00	Other - please detail in comments	01 Feb 16 16:00	No further action
28 Jan 16 16:15	29 Jan 16 16:15	Manus Island	FC4925A	Transfield	Person in Detention	Grievances		29 Jan 16 16:00	Other - please detail in comments	01 Feb 16 16:00	No further action
29 Jan 16 17:33	30 Jan 16 16:56	Manus Island	FC4934A	Transfield	Person in Detention			30 Jan 16 16:00	Other - please detail in comments	01 Feb 16 16:00	No further action
29 Jan 16 17:33	30 Jan 16 16:57	Manus Island	FC4933A	Transfield	Person in Detention			30 Jan 16 16:00	Other - please detail in comments	01 Feb 16 16:00	No further action
30 Jan 16 12:36	30 Jan 16 16:58	Manus Island	FC4937A	Transfield	Person in Detention			30 Jan 16 16:00	Other - please detail in comments	01 Feb 16 16:00	No further action

30 Jan 16 13:21	30 Jan 16 17:00	Manus Island	FC4941A	Transfield	Person in Detention	s. 47F(1)	30 Jan 16 16:00	Other - please detail in comments	01 Feb 16 16:00	No further action	s. 47F(1)
30 Jan 16 13:35	30 Jan 16 17:02	Manus Island	FC4942A	Transfield	Person in Detention		30 Jan 16 16:00	Other - please detail in comments	01 Feb 16 16:00	No further action	
30 Jan 16 13:30	30 Jan 16 17:04	Manus Island	FC4943A	Transfield	Person in Detention		30 Jan 16 16:00	Other - please detail in comments	01 Feb 16 16:00	No further action	
31 Jan 16 11:32	01 Feb 16 09:22	Manus Island	FC4952A	Transfield	Person in Detention		01 Feb 16 16:00	Other - please detail in comments	01 Feb 16 16:00	No further action	

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint Reference Number	Origin of Complaint	Complaint Received from	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Feb 16 18:48	02 Feb 16 09:54	manus island	FC4964A	Broadspectrum	Person in detention	s. 47F(1)	02 Feb 16 16:00	Other - please detail in comments	03 Feb 16 10:00	No further action	s. 47F(1)
01 Feb 16 18:57	02 Feb 16 09:58	manus island	Fc4957a	Broadspectrum	Person in detention		02 Feb 16 16:00	Other - please detail in comments	03 Feb 16 10:00	No further action	
03 Feb 16 15:27	03 Feb 16 17:57	Manus Island	FC4981a	Broadspectrum	Person in detention		04 Feb 16 10:00	Other - please detail in comments	04 Feb 16 10:00	No further action	
04 Feb 16 15:17	04 Feb 16 16:07	Manus Island	FC4986a	Broadspectrum	Person in detention		04 Feb 16 16:00	Other - please detail in comments	05 Feb 16 16:00	No further action	
04 Feb 16 15:32	04 Feb 16 16:09	Manus Island	FC4988a	Broadspectrum	Person in detention		04 Feb 16 16:00	Other - please detail in comments	05 Feb 16 16:00	No further action	
04 Feb 16 13:14	04 Feb 16 16:09	Manus Island	FC4904ab	Broadspectrum	Person in detention		04 Feb 16 16:00	Other - please detail in comments	05 Feb 16 16:00	No further action	
04 Feb 16 15:43	04 Feb 16 16:10	Manus Island	FC4990abc	Broadspectrum	Person in detention		04 Feb 16 16:00	Other - please detail in comments	05 Feb 16 16:00	No further action	
04 Feb 16 16:03	04 Feb 16 16:12	Manus Island	FC4874ab	Broadspectrum	Person in detention		05 Feb 16 10:00	Other - please detail in comments	05 Feb 16 16:00	No further action	
04 Feb 16 16:23	04 Feb 16 16:12	Manus Island	FC4992abcd	Broadspectrum	Person in detention		05 Feb 16 10:00	Other - please detail in comments	05 Feb 16 16:00	No further action	
04 Feb 16 16:07	05 Feb 16 08:35	manus Island	FC4991ab	Broadspectrum	Person in detention		05 Feb 16 10:00	Other - please detail in comments	05 Feb 16 16:00	No further action	
05 Feb 16 15:20	05 Feb 16 16:09	Manus Island	FC4998ab	Broadspectrum	Person in detention		05 Feb 16 16:00	Other - please detail in comments	06 Feb 16 10:00	No further action	
06 Feb 16 13:23	07 Feb 16 07:43	manus Island	FC5001a	Broadspectrum	Person in detention		06 Feb 16 16:00	Other - please detail in comments	07 Feb 16 10:00	No further action	
06 Feb 16 13:50	07 Feb 16 07:46	Manus Island	FC5002a	Broadspectrum	Person in detention		06 Feb 16 16:00	Other - please detail in comments	07 Feb 16 10:00	No further action	

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08 Feb 16 12:37	08 Feb 16 13:20	manus island	FC5014A	Broadspectrum	Person in detention		08 Feb 16 00:00	Other - please detail in comments	09 Feb 16 16:00	No further action
08 Feb 16 18:36	09 Feb 16 07:59	Manus Island	FC5018a	Broadspectrum	Person in detention		09 Feb 16 16:00	Other - please detail in comments	09 Feb 16 16:00	no further action
09 Feb 16 19:46	10 Feb 16 08:33	Manus Island	FC5021a	Broadspectrum	Person in detention		10 Feb 16 16:00	Other - please detail in comments	10 Feb 16 16:00	No further action
10 Feb 16 14:20	10 Feb 16 15:40	manus island	FC5028ab	Broadspectrum	Person in detention		10 Feb 16 16:00	Other - please detail in comments	10 Feb 16 16:00	No further action
11 Feb 16 14:20	11 Feb 16 15:16	Manus Island	FC5035a	Broadspectrum	Person in detention		11 Feb 16 16:00	Other - please detail in comments	11 Feb 16 16:00	No further action
11 Feb 16 16:07	11 Feb 16 16:37	manus island	FC5041A	Broadspectrum	Person in detention		12 Feb 16 16:00	Other - please detail in comments	15/02/2016	No further action
11 Feb 16 15:44	12 Feb 16 08:33	Manus Island	FC5038a	Broadspectrum	Person in detention		12 Feb 16 16:00	Other - please detail in comments	12 Feb 16 16:00	No further action
11 Feb 16 16:44	12 Feb 16 08:35	Manus Island	FC5046ab	Broadspectrum	Person in detention		12 Feb 16 16:00	Other - please detail in comments	12 Feb 16 16:00	No further action
11 Feb 16 17:37	12 Feb 16 08:37	Manus Island	FC5042ab	Broadspectrum	Person in detention		12 Feb 16 16:00	Other - please detail in comments	12 Feb 16 16:00	No further action
12 Feb 16 14:30	12 Feb 16 15:46	Manus Island	FC5053a	Broadspectrum	Person in detention		12 Feb 16 16:00	Other - please detail in comments	13 Feb 16 16:00	No further action

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12 Feb 16 14:35	12 Feb 16 15:48	Manus Island	FC5054a	Broadspectrum	Person in detention
12 Feb 16 14:40	12 Feb 16 15:49	Manus Island	FC5055	Broadspectrum	Person in detention
12 Feb 16 15:36	13 Feb 16 07:40	manus island	FC5049A	Broadspectrum	Person in detention
13 Feb 16 10:38	13 Feb 16 10:50	manus island	FC5045A	Broadspectrum	Person in detention
13 Feb 16 11:39	13 Feb 16 11:56	manus island	FC5064A	Broadspectrum	Person in detention
15 Feb 16 10:52	15 Feb 16 11:13	manus island	FC5073abc	Broadspectrum	Person in detention
15 Feb 16 10:55	15 Feb 16 11:17	manus island	FC5076ab	Broadspectrum	Person in detention
14 Feb 16 08:17	15 Feb 16 13:53	manus island	FC5066ABC	Broadspectrum	Person in detention
16 Feb 16 07:54	16 Feb 16 08:49	Manus Island	FC5077a	Broadspectrum	Person in detention
17 Feb 16 10:34	17 Feb 16 12:10	Manus Island	FC5082abc	Broadspectrum	Person in detention
17 Feb 16 10:50	17 Feb 16 12:10	Manus Island	FC5083abc	Broadspectrum	Person in detention
17 Feb 16 10:49	17 Feb 16 12:10	Manus Island	FC5084a	Broadspectrum	Person in detention
17 Feb 16 13:16	18 Feb 16 10:05	Manus Island	FC5086ab	Broadspectrum	Person in detention
18 Feb 16 10:14	18 Feb 16 14:20	Manus Island	FC5089abc	Broadspectrum	Person in detention
18 Feb 16 10:17	18 Feb 16 14:20	Manus Island	FC50920a	Broadspectrum	Person in detention

12 Feb 16 16:00	Other - please detail in comments	13 Feb 16 16:00	No further action
12 Feb 16 16:00	Other - please detail in comments	13 Feb 16 16:00	No further action
13 Feb 16 16:00	Other - please detail in comments	13 Feb 16 16:00	No further action
13 Feb 16 16:00	Other - please detail in comments	13 Feb 16 16:00	No further action
13 Feb 16 16:00	Other - please detail in comments	13 Feb 16 16:00	No further action
15 Feb 16 16:00	Other - please detail in comments	15 Feb 16 16:00	No further action
15 Feb 16 16:00	Other - please detail in comments	15 Feb 16 16:00	No further action
16 Feb 16 16:00	Other - please detail in comments	15 Feb 16 16:00	No further action
16 Feb 16 16:00	Other - please detail in comments	16 Feb 16 16:00	No further action
17 Feb 16 16:00	Other - please detail in comments	17 Feb 16 16:00	No further action
17 Feb 16 16:00	other - please detail in comments	17 Feb 16 16:00	No further action
17 Feb 16 16:00	Other - please detail in comments	17 Feb 16 16:00	No further action
17 Feb 16 16:00	Other - please detail in comments	17 Feb 16 16:00	No further action
18 Feb 16 16:00	Other - please detail in comments	18 Feb 16 16:00	No further action
18 Feb 16 16:00	Other - please detail in comments	18 Feb 16 16:00	No further action

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19 Feb 16 08:48	19 Feb 16 17:30	Manus Island	FC5094abc	Broadspectrum	Person in detention
19 Feb 16 08:48	19 Feb 16 17:30	Manus Island	FC5095abc	Broadspectrum	Person in detention
19 Feb 16 08:59	19 Feb 16 17:30	Manus Island	FC5096c	Broadspectrum	Person in detention
19 Feb 16 10:22	19 Feb 16 17:30	Manus Island	FC5097a	Broadspectrum	Person in detention
19 Feb 16 14:13	19 Feb 16 17:30	Manus Island	FC5098a	Broadspectrum	Person in detention
19 Feb 16 14:27	19 Feb 16 17:30	Manus Island	FC5101a	Broadspectrum	Person in detention
19 Feb 16 14:36	19 Feb 16 17:30	Manus Island	FC5103a	Broadspectrum	Person in detention
20 Feb 16 08:57	20 Feb 16 14:20	Manus Island	FC5106abc	Broadspectrum	Person in detention
20 Feb 16 09:45	20 Feb 16 14:25	Manus Island	FC5109a	Broadspectrum	Person in detention

19 Feb 16 16:00	Other - please detail in comments	19 Feb 16 16:00	No further action
19 Feb 16 16:00	Other - please detail in comments	19 Feb 16 16:00	No further action
19 Feb 16 16:00	Other - please detail in comments	19 Feb 16 16:00	No further action
19 Feb 16 16:00	Other - please detail in comments	19 Feb 16 16:00	No further action
19 Feb 16 16:00	Other - please detail in comments	20 Feb 16 16:00	No further action
19 Feb 16 16:00	Other - please detail in comments	20 Feb 16 16:00	No further action
19 Feb 16 16:00	Other - please detail in comments	20 Feb 16 16:00	No further action
20 Feb 16 16:00	Other - please detail in comments	20 Feb 16 16:00	No further action
20 Feb 16 16:00	Other - please detail in comments	21 Feb 16 16:00	No further action

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21 Feb 16 07:50	21 Feb 16 11:50	Manus Island	FC5111abc	Broadpectrum	Person in detention	s. 47F(1)	21/02/2016 16:00	Other - please detail in comments	22 Feb 16 16:00	No further action
21 Feb 16 07:50	21 Feb 16 11:50	Manus Island	FC5112abc	Broadpectrum	Person in detention	s. 47F(1)	21/02/2016 16:00	Other - please detail in comments	22 Feb 16 16:00	No further action
22 Feb 16 07:56	22 Feb 16 17:20	Manus Island	FC5116abc	Broadpectrum	Person in detention	s. 47F(1)	22 Feb 16 16:00	Other - please detail in comments	22 Feb 16 16:00	No further action
22 Feb 16 07:56	22 Feb 16 17:20	Manus Island	FC5117abc	Broadpectrum	Person in detention	s. 47F(1)	22 Feb 16 16:00	Other - please detail in comments	22 Feb 16 16:00	No further action
22 Feb 16 08:00	22 Feb 16 17:25	Manus Island	FC5119a	Broadpectrum	Person in detention	s. 47F(1)	22 Feb 16 16:00	Other - please detail in comments	22 Feb 16 16:00	No further action
22 Feb 16 12:18	22 Feb 16 17:25	Manus Island	FC5120a	Broadpectrum	Person in detention	s. 47F(1)	22 Feb 16 16:00	Other - please detail in comments	22 Feb 16 16:00	No further action
23 Feb 16 11:36	23 Feb 16 17:15	Manus Island	FC5122abc	Broadpectrum	Person in detention	s. 47F(1)	23/02/2016 16:00	Other - please detail in comments	24 Feb 16 16:00	No further action
23 Feb 16 11:36	23 Feb 16 17:15	Manus Island	FC5123abc	Broadpectrum	Person in detention	s. 47F(1)	23/02/2016 16:00	Other - please detail in comments	24 Feb 16 16:00	No further action
23 Feb 16 11:43	23 Feb 16 17:20	Manus Island	FC5124a	Broadpectrum	Person in detention	s. 47F(1)	23/02/2016 16:00	Other - please detail in comments	24 Feb 16 16:00	No further action
23 Feb 16 11:43	23 Feb 16 17:20	Manus Island	FC5125a	Broadpectrum	Person in detention	s. 47F(1)	23/02/2016 16:00	Other - please detail in comments	24 Feb 16 16:00	No further action

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24 Feb 16 13:16	25 Feb 16 06:45	Manus Island	FC5134abc	Broadspectrum	Person in detention	s. 47F(1)	24 Feb 16 16:00	Other - please detail in comments	24 Feb 16 16:00	No further action
24 Feb 16 13:16	25 Feb 16 06:45	Manus Island	FC5135abc	Broadspectrum	Person in detention	s. 47F(1)	24 Feb 16 16:00	Other - please detail in comments	24 Feb 16 16:00	No further action
24 Feb 16 13:16	25 Feb 16 06:45	Manus Island	FC5136abc	Broadspectrum	Person in detention	s. 47F(1)	24 Feb 16 16:00	Other - please detail in comments	24 Feb 16 16:00	No further action
24 Feb 16 11:44	25 Feb 16 07:45	Manus Island	FC5142abc	Broadspectrum	Person in detention	s. 47F(1)	24/02/2016 16:00	Other - please detail in comments	24 Feb 16 16:00	No further action
25 Feb 16 11:00	26 Feb 16 07:35	Manus Island	FC5143abc	Broadspectrum	Person in detention	s. 47F(1)	25/02/2016 16:00	Other - please detail in comments	25 Feb 16 16:00	No further action
26 Feb 16 13:20	27 Feb 16 07:45	Manus Island	FC5148abc	Broadspectrum	Person in detention	s. 47F(1)	26/02/2016 16:00	Other - please detail in comments	26/02/2016 16:00	No further action
26 Feb 16 13:54	27 Feb 16 08:00	Manus Island	FC5149a	Broadspectrum	Person in detention	s. 47F(1)	26/02/2016 16:00	Other - please detail in comments	26/02/2016 16:00	No further action
26 Feb 16 16:27	27 Feb 16 08:05	Manus Island	FC5155a	Broadspectrum	Person in detention	s. 47F(1)	27/02/2016 16:00	Other - please detail in comments	27 Feb 16 16:00	No further action
27 Feb 16 13:53	27 Feb 16 17:15	Manus Island	FC5164a	Broadspectrum	Person in detention	s. 47F(1)	27/02/2016 16:00	Other - please detail in comments	02 Mar 16 16:00	No further action
27 Feb 16 13:43	27 Feb 16 17:25	Manus Island	FC5163abc	Broadspectrum	Person in detention	s. 47F(1)	27/02/2016 16:00	Other - please detail in comments	27 Feb 16 16:00	No further action

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27 Feb 16 13:18	27 Feb 16 17:30	Manus Island	FC5158a	Broadspectrum	Person in detention	s. 47F(1)	27/02/2016 16:00	Other - please detail in comments	27 Feb 16 16:00	No further action	s. 47F(1)
28 Feb 16 11:01	29 Feb 16 07:40	Manus Island	FC5169abc	Broadspectrum	Person in detention		29/02/2016 16:00	Other - please detail in comments	29/02/2016 16:00	No further action	
28 Feb 16 11:26	29 Feb 16 07:40	Manus Island	FC5168a	Broadspectrum	Person in detention		29/02/2016 16:00	Other - please detail in comments	29/02/2016 16:00	No further action	

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
05 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	s. 47F(1)	10 Jan 15 00:00	Explanation provided	10 Jan 15 00:00	No further action	s. 47F(1)
06 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		07 Jan 15 00:00	Explanation provided	07 Jan 15 00:00	No further action	
06 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Jan 15 00:00	Explanation provided	10 Jan 15 00:00	No further action	
07 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		07 Jan 15 00:00	Explanation provided	07 Jan 15 00:00	No further action	
07 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		07 Jan 15 00:00	Explanation provided	07 Jan 15 00:00	No further action	
09 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		09 Jan 15 00:00	Explanation provided	09 Jan 15 00:00	No further action	
09 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		09 Jan 15 00:00	Explanation provided	09 Jan 15 00:00	No further action	
09 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		09 Jan 15 00:00	Explanation provided	09 Jan 15 00:00	No further action	
09 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		09 Jan 15 00:00	Explanation provided	09 Jan 15 00:00	No further action	
09 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Jan 15 00:00	Explanation provided	10 Jan 15 00:00	No further action	
09 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		09 Jan 15 00:00	Explanation provided	09 Jan 15 00:00	No further action	
09 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		09 Jan 15 00:00	Explanation provided	09 Jan 15 00:00	No further action	
10 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Jan 15 00:00	Explanation provided	10 Jan 15 00:00	No further action	
10 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		07 Jan 15 00:00	Explanation provided	07 Jan 15 00:00	No further action	
10 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Jan 15 00:00	Explanation provided	10 Jan 15 00:00	No further action	
10 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Jan 15 00:00	Explanation provided	10 Jan 15 00:00	No further action	
10 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Jan 15 00:00	Advice given	10 Jan 15 00:00	No further action	
10 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		11 Jan 15 00:00	Advice given	11 Jan 15 00:00	No further action	
10 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Jan 15 00:00	Advice given	10 Jan 15 00:00	No further action	
12 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		12 Jan 15 00:00	Explanation provided	12 Jan 15 00:00	No further action	
12 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		13 Jan 15 00:00	Explanation provided	13 Jan 15 00:00	No further action	
12 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		13 Jan 15 00:00	Explanation provided	13 Jan 15 00:00	No further action	
12 Jan 15 00:00	19 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		13 Jan 15 00:00	Explanation provided	13 Jan 15 00:00	No further action	
12 Jan 15 00:00	27 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		16 Jan 15 00:00	Explanation provided	16 Jan 15 00:00	No further action	
12 Jan 15 00:00	27 Jan 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		16 Jan 15 00:00	Explanation provided	16 Jan 15 00:00	No further action	

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29 Jan 15 00:00	02 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
29 Jan 15 00:00	02 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
30 Jan 15 00:00	02 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
30 Jan 15 00:00	02 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
30 Jan 15 00:00	02 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
30 Jan 15 00:00	02 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
31 Jan 15 00:00	02 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
31 Jan 15 00:00	02 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances

28 Jan 15 00:00	Clarification provided	28 Jan 15 00:00	No further action
03 Feb 15 00:00	Other - please detail in comments	31 Jan 15 00:00	No further action
31 Jan 15 00:00	Other - please detail in comments	31 Jan 15 00:00	No further action
03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further action
01 Feb 15 00:00	Other - please detail in comments	01 Feb 15 00:00	No further action
01 Feb 15 00:00	Other - please detail in comments	01 Feb 15 00:00	No further action
01 Feb 15 00:00	Other - please detail in comments	01 Feb 15 00:00	No further action
01 Feb 15 00:00	Other - please detail in comments	01 Feb 15 00:00	No further action

s. 47F(1)

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	s. 47F(1)	02 Feb 15 00:00	Other - please detail in comments	02 Feb 15 00:00	No further action	s. 47F(1)
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Feb 15 00:00	Explanation provided	03 Feb 15 00:00	Other - please detail in comments	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		02 Feb 15 00:00	Other - please detail in comments	02 Feb 15 00:00	no further action	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		03 Feb 15 00:00	Other - please detail in comments	03 Mar 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Communication		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		03 Feb 15 00:00	Explanation provided	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		03 Feb 15 00:00	Explanation provided	03 Feb 15 00:00	no further action	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Feb 15 00:00	Explanation provided	03 Feb 15 00:00	No further action	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Feb 15 00:00	Other - please detail in comments	31 Jan 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Communication		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
01 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Professional Conduct by IHMS Staff		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	Other - please detail in comments	
02 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		04 Feb 15 00:00	Clarification provided	04 Feb 15 00:00	No further ac ion	
02 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		03 Feb 15 00:00	Explanation provided	03 Feb 15 00:00	No further ac ion	
02 Feb 15 00:00	03 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		03 Feb 15 00:00	Other - please detail in comments	03 Feb 15 00:00	No further ac ion	
03 Feb 15 00:00	04 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		04 Feb 15 00:00	Clarification provided	04 Feb 15 00:00	No further ac ion	
03 Feb 15 00:00	04 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		04 Feb 15 00:00	Other - please detail in comments	04 Feb 15 00:00	No further ac ion	
02 Jan 15 00:00	06 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		04 Feb 15 00:00	Other - please detail in comments	04 Feb 15 00:00	No further ac ion	
02 Feb 15 00:00	06 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		04 Feb 15 00:00	Other - please detail in comments	04 Feb 15 00:00	No further ac ion	
02 Feb 15 00:00	06 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		04 Feb 15 00:00	Explanation provided	04 Feb 15 00:00	No further ac ion	
06 Feb 15 00:00	06 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Feb 15 00:00	Explanation provided	03 Feb 15 00:00	No further ac ion	
06 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		06 Feb 15 00:00	Other - please detail in comments	06 Feb 15 00:00	No further ac ion	
06 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		06 Feb 15 00:00	Other - please detail in comments	06 Feb 15 00:00	No further ac ion	
06 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		06 Feb 15 00:00	Other - please detail in comments	06 Feb 15 00:00	No further ac ion	
06 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care	06 Feb 15 00:00	Other - please detail in comments	06 Feb 15 00:00	No further ac ion		
07 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	07 Feb 15 00:00	Explanation provided	07 Feb 15 00:00	No further ac ion		
06 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care	06 Feb 15 00:00	Other - please detail in comments	06 Feb 15 00:00	No further ac ion		
06 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	07 Feb 15 00:00	Explanation provided	07 Feb 15 00:00	No further ac ion		
06 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care	06 Feb 15 00:00	Other - please detail in comments	06 Feb 15 00:00	No further action		
06 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	7-Feb	Other - please detail in comments	07 Feb 15 00:00	No further action		
07 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	7-Feb	Other - please detail in comments	07 Feb 15 00:00	No further action		
07 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care	3-Feb	Explanation provided	03 Feb 15 00:00	No further action		
07 Feb 15 00:00	07 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	7-Feb	Other - please detail in comments	07 Feb 15 00:00	No further action		
09 Feb 15 00:00	09 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	11-Feb	Explanation provided	11-Feb	No further action		
09 Feb 15 00:00	09 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	11-Feb	Clarification provided	11-Feb	No further action		
09 Feb 15 00:00	09 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	11-Feb	Clarification provided	11-Feb	No further action		
09 Feb 15 00:00	09 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	11-Feb	Clarification provided	11-Feb	No further action		
09 Feb 15 00:00	09 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care	11-Feb	Clarification provided	11-Feb	No further action		
09 Feb 15 00:00	09 Feb 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	10-Feb	Clarification provided	10-Feb	No further action		

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Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	1-Mar	Explanation provided	1-Mar	No further action	s. 47F(1)
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		1-Mar	Clarification provided	1-Mar	No further action	
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		1-Mar	Clarification provided	1-Mar	No further action	
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		1-Mar	Clarification provided	1-Mar	No further action	
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		1-Mar	Clarification provided	1-Mar	No further action	
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		1-Mar	Clarification provided	1-Mar	No further action	
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		1-Mar	Clarification provided	1-Mar	No further action	
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		1-Mar	Clarification provided	1-Mar	No further action	
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		1-Mar	Clarification provided	1-Mar	No further action	
01 Mar 15 00:00	01 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		1-Mar	Clarification provided	1-Mar	No further action	
02 Mar 15 00:00	02 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		2-Mar	Explanation provided	2-Mar	No further action	
03 Mar 15 00:00	04 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		3-Mar	Clarification provided	3-Mar	No further action	
03 Mar 15 00:00	04 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		3-Mar	Advice given	3-Mar	No further action	
03 Mar 15 00:00	04 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		3-Mar	Clarification provided	3-Mar	No further action	
04 Mar 15 00:00	04 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		4-Mar	Advice given	4-Mar	No further action	
04 Mar 15 00:00	04 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		4-Mar	Clarification provided	4-Mar	No further action	
04 Mar 15 00:00	04 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		4-Mar	Clarification provided	4-Mar	No further action	
05 Mar 15 00:00	05 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		5-Mar	Clarification provided	5-Mar	No further action	
05 Mar 15 00:00	05 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		5-Mar	Clarification provided	5-Mar	No further action	
05 Mar 15 00:00	05 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		5-Mar	Verbal/written apology	5-Mar	No further action	
05 Mar 15 00:00	05 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		5-Mar	Explanation provided	5-Mar	No further action	
05 Mar 15 00:00	05 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		5-Mar	Clarification provided	5-Mar	No further action	
05 Mar 15 00:00	05 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		5-Mar	Explanation provided	5-Mar	No further action	
08 Mar 15 00:00	08 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		8-Mar	Clarification provided	8-Mar	No further action	
08 Mar 15 00:00	08 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		8-Mar	Clarification provided	8-Mar	No further action	
08 Mar 15 00:00	08 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		8-Mar	Explanation provided	8-Mar	No further action	
08 Mar 15 00:00	08 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		8-Mar	Clarification provided	8-Mar	No further action	
08 Mar 15 00:00	08 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		8-Mar	Explanation provided	8-Mar	No further action	
08 Mar 15 00:00	08 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		8-Mar	Clarification provided	8-Mar	ease detail in c	
09 Mar 15 00:00	09 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		9-Mar	Clarification provided	9-Mar	No further action	
09 Mar 15 00:00	09 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		9-Mar	Clarification provided	9-Mar	No further action	
09 Mar 15 00:00	09 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		9-Mar	Clarification provided	9-Mar	No further action	
09 Mar 15 00:00	09 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		9-Mar	Clarification provided	9-Mar	No further action	
09 Mar 15 00:00	09 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		9-Mar	Advice given	9-Mar	No further action	

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Released by DIBP under the
Freedom of Information Act 1982

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19 Mar 15 10:15	19 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Grievances
19 Mar 15 10:15	19 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Access to Services
19 Mar 15 10:15	19 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Access to Services
19 Mar 15 10:15	19 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Grievances
19 Mar 15 10:15	19 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Access to Services
20 Mar 15 00:00	20 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
20 Mar 15 00:00	20 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
20 Mar 15 00:00	20 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
20 Mar 15 00:00	20 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
20 Mar 15 00:00	20 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
20 Mar 15 00:00	20 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
20 Mar 15 00:00	23 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
20 Mar 15 10:15	20 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Professional Conduct by IHMS Staff
20 Mar 15 10:15	20 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Access to Services
20 Mar 15 10:15	20 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
20 Mar 15 10:15	20 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
20 Mar 15 10:15	20 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Access to Services
20 Mar 15 10:15	20 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
20 Mar 15 10:15	20 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
20 Mar 15 10:15	20 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
20 Mar 15 10:15	20 Mar 15 10:15	Nauru Centre	Transfield	Person in Detention	Access to Services
21 Mar 15 00:00	21 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Rights, Respect and Dignity
21 Mar 15 00:00	21 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
21 Mar 15 00:00	24 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
21 Mar 15 00:00	24 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
22 Mar 15 00:00	23 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
22 Mar 15 00:00	23 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
23 Mar 15 00:00	23 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care


19-Mar	Verbal/written apology	20-Mar	ease detail in c
19-Mar	Clarification provided	19-Mar	No further action
19-Mar	ier - please detail in comme	20-Mar	Other - please detail in comments
19-Mar	Verbal/written apology	20-Mar	Other - please detail in comments
19-Mar	Clarification provided	19-Mar	No further action
20-Mar	Advice given	20 Mar 15 00:00	No further action
20-Mar	Advice given	20 Mar 15 00:00	No further action
20-Mar	Advice given	20 Mar 15 00:00	No further action
20-Mar	Explanation provided	20 Mar 15 00:00	No further action
20-Mar	Explanation provided	20 Mar 15 00:00	No further action
20-Mar	Explanation provided	20 Mar 15 00:00	No further action
20-Mar	Explanation provided	20 Mar 15 00:00	No further action
20-Mar	Explanation provided	23 Mar 15 00:00	No further action
20-Mar	ier - please detail in comments		
20-Mar	ier - please detail in comments		
20-Mar	ier - please detail in comme	20-Mar	ease detail in c
20-Mar	ier - please detail in comme	20-Mar	
20-Mar	ier - please detail in comme	20-Mar	ease detail in c
20-Mar	Explanation provided	20-Mar	ease detail in c
20-Mar	Explanation provided	20 Mar 15 00:00	No further action
20-Mar	Advice given	20-Mar	ease detail in c
20-Mar	ier - please detail in comme	20-Mar	ease detail in c
21-Mar	Explanation provided	21 Mar 15 00:00	No further action
21-Mar	ier - please detail in comme	21 Mar 15 00:00	No further action
24-Mar	Explanation provided	24 Mar 15 00:00	ease detail in c
24-Mar	Explanation provided	24 Mar 15 00:00	ease detail in c
23-Mar	Explanation provided	23 Mar 15 00:00	No further action
23-Mar	Explanation provided	23 Mar 15 00:00	No further action
23-Mar	ier - please detail in comme	23 Mar 15 00:00	No further action

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23 Mar 15 00:00	23 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
23 Mar 15 00:00	23 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
23 Mar 15 00:00	24 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
23 Mar 15 00:00	24 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
23 Mar 15 00:00	24 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Professional Conduct by IHMS Staff
26 Mar 15 00:00	26 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
26 Mar 15 00:00	26 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
27 Mar 15 00:00	28 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
28 Mar 15 00:00	28 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
28 Mar 15 00:00	28 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
30 Mar 15 00:00	30 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
30 Mar 15 00:00	30 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
30 Mar 15 00:00	30 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
30 Mar 15 00:00	30 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
30 Mar 15 00:00	30 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
30 Mar 15 00:00	30 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
30 Mar 15 00:00	30 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
30 Mar 15 00:00	31 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances
31 Mar 15 00:00	31 Mar 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
31 Mar 15 00:00	01 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances

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24-Mar	Explanation provided	24 Mar 15 00:00	to further action
24-Mar	Explanation provided	24 Mar 15 00:00	to further action
24-Mar	Explanation provided	24 Mar 15 00:00	ease detail in comments
24-Mar	Explanation provided	24 Mar 15 00:00	ease detail in comments
24-Mar	Explanation provided	24 Mar 15 00:00	to further action
26/03/2015	Explanation provided	26 Mar 15 00:00	to further action
26-Mar	ier - please detail in comments	01 Apr 15 00:00	ease detail in comments
28-Mar	Explanation provided	28 Mar 15 00:00	ease detail in comments
28-Mar	ier - please detail in comments	30 Mar 15 00:00	to further action
28-Mar	Clarification provided	28 Mar 15 00:00	to further action
30-Mar	ier - please detail in comments	30 Mar 15 00:00	to further action
30-Mar	Clarification provided	30 Mar 15 00:00	to further action
29-Mar	Clarification provided	29 Mar 15 00:00	to further action
30-Mar	ier - please detail in comments	30 Mar 15 00:00	to further action
31-Mar	Explanation provided	31 Mar 15 00:00	ease detail in comments
31-Mar	Explanation provided	31 Mar 15 00:00	ease detail in comments
31-Mar	Advice given	31 Mar 15 00:00	ease detail in comments
31-Mar	ier - please detail in comments	31 Mar 15 00:00	ease detail in comments
31-Mar	ier - please detail in comments	31 Mar 15 00:00	to further action
31-Mar	Explanation provided	31 Mar 15 00:00	ease detail in comments
1-Apr	ier - please detail in comments	1-Apr	to further action

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
02 Apr 15 00:00	02 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	02 Apr 15 00:00	Explanation provided	02 Apr 15 00:00	No further action	s. 47F(1)
04 Apr 15 00:00	05 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		05 Apr 15 00:00	Other - please detail in comments	05 Apr 15 00:00	Other - please detail in comments	
04 Apr 15 00:00	05 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		05 Apr 15 00:00	Other - please detail in comments	05 Apr 15 00:00	Other - please detail in comments	
04 Apr 15 00:00	05 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		05 Apr 15 00:00	Other - please detail in comments	05 Apr 15 00:00	Other - please detail in comments	
03 Apr 15 00:00	03 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		02 Apr 15 00:00	Other - please detail in comments	02 Apr 15 00:00	No further action	
03 Apr 15 00:00	03 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		02 Apr 15 00:00	Explanation provided	02 Apr 15 00:00	No further action	
03 Apr 15 00:00	03 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Communication		03 Apr 15 00:00	Other - please detail in comments	03 Apr 15 00:00	No further action	
03 Apr 15 00:00	04 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		04 Apr 15 00:00	Other - please detail in comments	04 Apr 15 00:00	Other - please detail in comments	
05 Apr 15 00:00	06 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		06 Apr 15 00:00	Other - please detail in comments			
06 Apr 15 00:00	06 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		06 Apr 15 00:00	Other - please detail in comments	06 Apr 15 00:00	Other - please detail in comments	
06 Apr 15 00:00	07 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		07 Apr 15 00:00	Other - please detail in comments	07 Apr 15 00:00	Other - please detail in comments	
06 Apr 15 00:00	07 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		07 Apr 15 00:00	Other - please detail in comments	07 Apr 15 00:00	Other - please detail in comments	
06 Apr 15 00:00	07 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		07 Apr 15 00:00	Other - please detail in comments			
09 Apr 15 00:00	09 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		09 Apr 15 00:00	Explanation provided	09 Apr 15 00:00	No further action	
09 Apr 15 00:00	09 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		09 Apr 15 00:00	Explanation provided	09 Apr 15 00:00	Other - please detail in comments	
09 Apr 15 00:00	09 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		09 Apr 15 00:00	Clarification provided	09 Apr 15 00:00	No further action	
13 Apr 15 00:00	13 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		13 Apr 15 00:00	Explanation provided	13 Apr 15 00:00	Other - please detail in comments	
13 Apr 15 00:00	13 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		13 Apr 15 00:00	Explanation provided	13 Apr 15 00:00	Other - please detail in comments	
13 Apr 15 00:00	13 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		13 Apr 15 00:00	Explanation provided	13 Apr 15 00:00	No further action	
14 Apr 15 00:00	14 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		14 Apr 15 00:00	Other - please detail in comments	14 Apr 15 00:00	No further action	
14 Apr 15 00:00	14 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		14 Apr 15 00:00	Explanation provided	14 Apr 15 00:00	No further action	
14 Apr 15 00:00	14 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		14 Apr 15 00:00	Explanation provided	14 Apr 15 00:00	No further action	
17 Apr 15 00:00	17 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		17 Apr 15 00:00	Explanation provided	17 Apr 15 00:00	No further action	
17 Apr 15 00:00	17 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		17 Apr 15 00:00	Explanation provided	17 Apr 15 00:00	No further action	
20 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action	
20 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action	
20 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action		
19 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action		
19 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action		
19 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action		
19 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care	21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action		
19 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action		
19 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action		
19 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action		
20 Apr 15 00:00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action		

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21 Apr 15 00 00	21 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
22 Apr 15 00 00	22 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
22 Apr 15 00 00	22 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
27 Apr 15 00 00	27 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care
28 Apr 15 00 00	28 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services
28 Apr 15 00 00	28 Apr 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services


s. 47F(1)

21 Apr 15 00:00	Explanation provided	21 Apr 15 00:00	No further action
22 Apr 15 00:00	Explanation provided	22 Apr 15 00:00	No further action
22 Apr 15 00:00	Clarification provided	22 Apr 15 00:00	No further action
27 Apr 15 00 00	Clarification provided	27 Apr 15 00 00	No further action
28 Apr 15 00 00	Clarification provided	28 Apr 15 00 00	No further action
28 Apr 15 00 00	Clarification provided	28 Apr 15 00 00	No further action

s. 47F(1)

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 May 15 00:00	01 May 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	01 May 15 00:00	Clarification provided	01 May 15 00:00	No further action	s. 47F(1)
02 May 15 00:00	02 May 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		02 May 15 00:00	Clarification provided	02 May 15 00:00	No further action	
02 May 15 00:00	02 May 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		02 May 15 00:00	Clarification provided	02 May 15 00:00	No further action	
02 May 15 00:00	02 May 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		02 May 15 00:00	Advice given	02 May 15 00:00	No further action	
02 May 15 00:00	02 May 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		02 May 15 00:00	Explanation provided	02 May 15 00:00	No further action	
04 May 15 00:00	04 May 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		04 May 15 00:00	Advice given	04 May 15 00:00	No further action	
05 May 15 00:00	05 May 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		05 May 15 00:00	Advice given	05 May 15 00:00	No further action	
05 May 15 00:00	05 May 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		05 May 15 00:00	Clarification provided	05 May 15 00:00	No further action	
05 May 15 17:00	05 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Access to Services		05 May 15 17:00	Explanation provided	05 May 15 17:00	No further action	
07 May 15 17:00	07 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Access to Services		07 May 15 17:00	Clarification provided	07 May 15 17:00	No further action	
08 May 15 17:00	08 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		08 May 15 17:00	Advice given	08 May 15 17:00	No further action	
08 May 15 17:00	08 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Access to Services		08 May 15 17:00	Clarification provided	08 May 15 17:00	No further action	
08 May 15 17:00	08 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Access to Services		08 May 15 17:00	Advice given	08 May 15 17:00	No further action	
08 May 15 17:00	08 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		08 May 15 17:00	Advice given	08 May 15 17:00	No further action	
08 May 15 17:00	08 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Communication		08 May 15 17:00	Advice given	08 May 15 17:00	No further action	
11 May 15 17:00	11 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Access to Services		11 May 15 17:00	Advice given	11 May 15 17:00	No further action	
12 May 15 17:00	12 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Access to Services		12 May 15 17:00	Clarification provided	12 May 15 17:00	No further action	
12 May 15 17:00	12 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Access to Services		12 May 15 17:00	Verbal/written apology	12 May 15 17:00	No further action	
12 May 15 17:00	12 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Access to Services		12 May 15 17:00	Advice given	12 May 15 17:00	No further action	
12 May 15 17:00	12 May 15 17:00	Nauru Centre	Transfield	Person in Detention	Access to Services		12 May 15 17:00	Advice given	12 May 15 17:00	No further action	
12 May 15 17:00	12 May 15 17:00	Nauru Centre	Transfield	Person in Detention	access to Services		12 May 15 17:00	Verbal/written apology	12 May 15 17:00	No further action	
11 May 15 10:00	12 May 15 16:50	Nauru Centre	Transfield	Person in Detention	access to Services		12 May 17 17:00	Verbal/written apology	12 May 15 17:00	No further action	
13 May 15 10:00	13 May 15 18:30	Nauru Centre	Transfield	Person in Detention	access to Services		13 May 15 18:30	Advice given	13 May 15 18:30	No further action	
13 May 15 10:00	13 May 15 19:00	Nauru Centre	Transfield	Person in Detention	access to Services		13 May 19 00:00	Verbal/written apology	13 May 15 19:00	No further action	
13 May 15 11:00	13 May 15 11:30	Nauru Centre	Transfield	Person in Detention	Access to Services		13 May 15 11:30	Verbal/written apology	13 May 15 11:30	No further action	
13 May 15 11:00	13 May 15 11:30	Nauru Centre	Transfield	Person in Detention	Access to Services		13 May 15 11:30	Verbal/written apology	13 May 15 11:30	No further action	
13 May 15 11:00	13 May 15 11:30	Nauru Centre	Transfield	Person in Detention	Access to Services		13 May 15 11:30	Verbal/written apology	13 May 15 11:30	No further action	
13 May 15 11:00	13 May 15 11:30	Nauru Centre	Transfield	Person in Detention	access to Services		13 May 15 11:30	Verbal/written apology	13 May 15 11:30	No further action	
15 May 15 11:00	15 May 15 11:00	Nauru Centre	Transfield	Person in Detention	Communication		15 May 15 11:30	Advice given	15 May 15 11:30	No further action	
15 May 15 11:00	15 May 15 11:00	Nauru Centre	Transfield	Person in Detention	Access to Services		15 May 15 11:30	Other - please detail in comments	15 May 15 11:30	Other - please detail in comments	
16 May 15 15:00	16 May 15 15:25	Nauru Centre	Transfield	Person in Detention	Access to Services		16 May 15 15:30	Explanation provided	16 May 15 15:30	No further action	
17 May 15 15:00	17 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		17 May 15 15:30	Clarification provided	17 May 15 15:30	No further action	
17 May 15 15:00	17 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Grievances		17 May 15 15:30	Verbal/written apology	17 May 15 15:30	No further action	
18 May 15 15:00	18 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		18 May 15 15:30	Clarification provided	18 May 15 15:30	No further action	
20 May 15 10:30	20 May 15 16:00	Nauru Centre	Transfield	Person in Detention	Communication		20 May 15 10:30	Other - please detail in comments	20 May 15 16:00	Other - please detail in comments	
20 May 15 11:30	20 May 15 16:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 May 15 10:30	Clarification provided	20 May 15 16:00	No further action	
20 May 15 10:30	20 May 15 16:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 May 15 10:30	Clarification provided	20 May 15 16:00	No further action	
20 May 15 10:30	20 May 15 16:00	Nauru Centre	Transfield	Person in Detention	Communication		20 May 15 10:30	ther - please detail in commen	20 May 15 16:00	Other - please detail in comments	
23 May 15 10:30	23 May 15 10:30	Nauru Centre	Transfield	Person in Detention	Grievances		23/05/2015 16:10	ther - please detail in commen	23/05/2015 16:10	Other - please detail in comments	
23 May 15 10:30	23 May 15 10:30	Nauru Centre	Transfield	Person in Detention	Access to Services		23/05/2015 16:15	Clarification provided	23/05/2015 16:15	No further action	
23 May 15 10:30	23 May 15 10:30	Nauru Centre	Transfield	Person in Detention	Access to Services		23/05/2015 16:20	Advice given	23/05/2015 16:20	Other - please detail in comments	

23 May 15 10:30	23 May 15 10:30	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	23/05/2015 16:20	Clarification provided	23/05/2015 16:20	No further action	s. 47F(1)
23 May 15 10:30	23 May 15 10:30	Nauru Centre	Transfield	Person in Detention	Communication		23/05/2015 16:20	Advice given	23/05/2015 16:20	Other - please detail in comments	
24 May 15 18:30	24 May 15 18:30	Nauru Centre	Transfield	Person in Detention	Access to Services		24 May 15 18:30	ther - please detail in commen	24 May 15 18:30	No further action	
24 May 15 18:30	24 May 15 18:30	Nauru Centre	Transfield	Person in Detention	Access to Services		24 May 15 18:30	ther - please detail in commen	24 May 15 18:30	No further action	
25 May 15 09:30	25 May 15 09:30	Nauru Centre	Transfield	Person in Detention	Access to Services		25 May 15 09:30	ther - please detail in commen	25 May 15 09:30	No further action	
26 May 15 14:30	26 May 15 14:30	Nauru Centre	Transfield	Person in Detention	Access to Services		26 May 15 14:30	ther - please detail in commen	26 May 15 14:30		
26 May 15 15:00	26 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		26-May-15	Advice given	26 May 15 15:00	No further action	
28 May 15 15:00	28 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Communication		28/05/2015 15:00	Verbal/written apology	28 May 15 15:00	No further action	
28 May 15 15:00	28 May 15 15:00	Nauru Centre	Transfield	Person in Detention	access to Services		28/05/2015 15:00	Verbal/written apology	28 May 15 15:00	No further action	
28 May 15 15:00	28 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Grievances		28/05/2015 15:00	ther - please detail in commen	28 May 15 15:00	Other - please detail in comments	
29 May 15 15:00	29 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Communication		29/05/2015 15:00	Clarification provided	29/05/2015 15:00	No further action	
29 May 15 15:00	29 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		29/05/2015 15:00	Clarification provided	29/05/2015 15:00	No further action	
29 May 15 15:00	29 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		29/05/2015 15:00	Clarification provided	29/05/2015 15:00	No further action	
31 May 15 15:00	31 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		31/05/2015 15:00	Advice given	31/05/2015 15:00	Other - please detail in comments	
31 May 15 15:00	31 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		31/05/2015 15:00	Verbal/written apology	31/05/2015 15:00	Other - please detail in comments	
31 May 15 15:00	31 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		31/05/2015 15:00	Clarification provided	31/05/2015 15:00	No further action	
31 May 15 15:00	31 May 15 15:00	Nauru Centre	Transfield	Person in Detention	Grievances		31/05/2015 15:00	Verbal/written apology	31/05/2015 15:00	No further action	

<div> <div>IHMS Complaints Register</div> <div>  </div> </div>											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Jun 15 00:00	01 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	01 Jun 15 00:00	Clarification provided	01 Jun 15 00:00	No further action	s. 47F(1)
01 Jun 15 00:00	01 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		01 Jun 15 00:00	Clarification provided	01 Jun 15 00:00	No further action	
01 Jun 15 00:00	01 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		01 Jun 15 00:00	Clarification provided	01 Jun 15 00:00	No further action	
03 Jun 15 16:00	03 Jun 15 18:00	Nauru Centre	Transfield	Person in Detention	Access to Services		03 Jun 15 18:00	Clarification provided	03 Jun 15 18:00	No further action	
03 Jun 15 16:00	03 Jun 15 18:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		03 Jun 15 18:00	Clarification provided	03 Jun 15 18:00	No further action	
03 Jun 15 16:00	03 Jun 15 18:00	Nauru Centre	Transfield	Person in Detention	Access to Services		03 Jun 15 18:00	Clarification provided	03 Jun 15 18:00	No further action	
04 Jun 15 16:00	04 Jun 15 16:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		04 Jun 15 18:00	Clarification provided	04 Jun 15 18:00	No further action	
04 Jun 15 16:00	04 Jun 15 16:00	Nauru Centre	Transfield	Person in Detention	Access to Services		04 Jun 15 18:00	Clarification provided	04 Jun 15 18:00	No further action	
04 Jun 15 16:00	04 Jun 15 16:00	Nauru Centre	Transfield	Person in Detention	Access to Services		04 Jun 15 18:00	Clarification provided	04 Jun 15 18:00	No further action	
04 Jun 15 16:00	04 Jun 15 16:00	Nauru Centre	Transfield	Person in Detention	Grievances		04 Jun 15 18:00	Clarification provided	04 Jun 15 18:00	No further action	
04 Jun 15 16:00	04 Jun 15 16:00	Nauru Centre	Transfield	Person in Detention	Access to Services		04 Jun 15 18:00	Clarification provided	04 Jun 15 18:00	No further action	
04 Jun 15 16:00	04 Jun 15 16:00	Nauru Centre	Transfield	Person in Detention	Grievances		04 Jun 15 18:00	Clarification provided	04 Jun 15 18:00	No further action	
05 Jun 15 16:00	06 Jun 15 16:00	Nauru Centre	Transfield	Person in Detention	Access to Services		05 Jun 15 18:00	Clarification provided	05 Jun 15 18:00	No further action	
06 Jun 15 16:00	06 Jun 15 16:00	Nauru Centre	Transfield	Person in Detention	Access to Services		06 Jun 15 16:00	Clarification provided	06 Jun 15 16:00	No further action	
06 Jun 15 00:00	06 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		06 Jun 15 00:00	Explanation provided	06 Jun 15 00:00	No further action	
06 Jun 15 00:00	06 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services		06 Jun 15 00:00	Explanation provided	06 Jun 15 00:00	No further action	
06 Jun 15 00:00	06 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		06 Jun 15 00:00	Explanation provided	06 Jun 15 00:00	No further action	
06 Jun 15 00:00	06 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		06 Jun 15 00:00	Explanation provided	06 Jun 15 00:00	No further action	
08 Jun 15 00:00	08 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		08 Jun 15 00:00	Clarification provided	08 Jun 15 00:00	No further action	
08 Jun 15 00:00	08 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		08 Jun 15 00:00	Clarification provided	08 Jun 15 00:00	No further action	
08 Jun 15 00:00	08 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		08 Jun 15 00:00	Clarification provided	08 Jun 15 00:00	No further action	
10 Jun 15 00:00	10 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		10 Jun 15 00:00	Clarification provided	10 Jun 15 00:00	No further action	
10 Jun 15 00:00	10 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Jun 15 00:00	Clarification provided	10 Jun 15 00:00	No further action	
10 Jun 15 00:00	10 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Jun 15 00:00	Clarification provided	10 Jun 15 00:00	No further action	
09 Jun 15 00:00	12 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		09 Jun 15 00:00	Explanation provided	09 Jun 15 00:00	No further action	
13 Jun 15 00:00	13 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		13 Jun 15 00:00	Other - please detail in comments	13 Jun 15 00:00	No further action	
13 Jun 15 00:00	13 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		13 Jun 15 00:00	Explanation provided	13 Jun 15 00:00	No further action	
12 Jun 15 00:00	15 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		12 Jun 15 00:00	Explanation provided	12 Jun 15 00:00	No further action	
12 Jun 15 00:00	15 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		12 Jun 15 00:00	Explanation provided	12 Jun 15 00:00	No further action	
12 Jun 15 00:00	15 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		12 Jun 15 00:00	Explanation provided	12 Jun 15 00:00	No further action	
13 Jun 15 00:00	15 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		13 Jun 15 00:00	Explanation provided	13 Jun 15 00:00	No further action	
15 Jun 15 00:00	15 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		15 Jun 15 00:00	Explanation provided	15 Jun 15 00:00	No further action	

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22 Jun 15 00:00	23 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	23 Jun 15 00:00	Explanation provided	23 Jun 15 00:00	No further action	s. 47F(1)
22 Jun 15 00:00	23 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		23 Jun 15 00:00	Explanation provided	23 Jun 15 00:00	No further action	
25 Jun 15 00:00	28 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services		25-Jun	Explanation provided	25 Jun 15 00:00	No further action	
22 Jun 15 00:00	28 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Communication		22 Jun 15 00:00	Explanation provided	22 Jun 15 00:00	No further action	
21 Jun 15 00:00	28 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		21 Jun 15 00:00	Explanation provided	21 Jun 15 00:00	No further action	
21 Jun 15 00:00	28 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		21 Jun 15 00:00	Explanation provided	21 Jun 15 00:00	No further action	
22 Jun 15 00:00	30 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		22-Jun	Explanation provided	22 Jun 15 00:00	No further action	
30 Jun 15 00:00	30 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		30-Jun	Explanation provided	30 Jun 15 00:00	No further action	
25 Jun 15 00:00	30 Jun 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		25-Jun	Clarification provided			

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
04 Jul 15 00:00	05 Jul 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	s. 47F(1)	04 Jul 15 00:00	Verbal/written apology	04 Jul 15 00:00	Staff training and other professional development	s. 47F(1)
04 Jul 15 00:00	05 Jul 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		04 Jul 15 00:00	Explanation provided	04 Jul 15 00:00	No further action	
04 Jul 15 00:00	14 Jul 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		05 Jul 15 00:00	Explanation provided	05 Jul 15 00:00	No further action	
11 Jul 15 11:00	10 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Access to Services		11 Jul 15 11:00	Clarification provided	11 Jul 15 11:00	No further action	
12 Jul 15 11:00	11 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	access to Services		11 Jul 15 11:00	Clarification provided	11 Jul 15 11:00	No further action	
11 Jul 15 11:00	11 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Access to Services		11 Jul 15 11:00	Clarification provided	11 Jul 15 11:00	No further action	
13 Jul 15 00:00	13 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Access to Services		13 Jul 15 00:00	Advice given	13 Jul 15 00:00	No further action	
13 Jul 15 00:00	13 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Communication		13 Jul 15 11:00	Advice given	13 Jul 15 11:00	No further action	
13 Jul 15 11:00	13 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Access to Services		13 Jul 15 11:00	Explanation provided	13 Jul 15 11:00	No further action	
13 Jul 15 11:00	13 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Grievances		13 Jul 15 11:00	Clarification provided	13 Jul 15 11:00	No further action	
15 Jul 15 11:00	15 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Access to Services		15 Jul 15 11:00	Verbal/written apology	15 Jul 15 11:00	No further action	
15 Jul 15 11:00	15 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Access to Services		15 Jul 15 11:00	Explanation provided	15 Jul 15 11:00	No further action	
15 Jul 15 11:00	15 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	access to Services		15 Jul 15 11:00	Explanation provided	15 Jul 15 11:00	No further action	
17 Jul 15 11:00	17 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Access to Services		17 Jul 15 11:00	Other - please detail in comments	17 Jul 15 11:00	No further action	
20 Jul 15 11:00	20 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		20 Jul 15 11:00	Other - please detail in comments	20 Jul 15 11:00	Other - please detail in comments	
20 Jul 15 11:00	20 Jul 15 11:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		20 Jul 15 11:00	Clarification provided	20 Jul 15 11:00	No further action	
20 Jul 15 15:00	20 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Jul 15 15:00	Clarification provided	20 Jul 15 15:00	No further action	
21 Jul 15 15:00	21 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		20 Jul 15 15:00	Explanation provided	21 Jul 15 00:00	No further action	
21 Jul 15 15:00	21 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Grievances		20 Jul 15 15:00	Clarification provided	21 Jul 15 15:00	No further action	
21 Jul 15 00:00	21 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Rights, Respect and Dignity		20 Jul 15 15:00	Explanation provided	21 Jul 15 15:00	No further action	
23 Jul 15 00:00	23 Jul 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		23 Jul 15 15:00	Clarification provided	23 Jul 15 15:00	No further action	
23 Jul 15 00:00	23 Jul 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		23 Jul 15 15:00	Verbal/written apology	23 Jul 15 15:00	No further action	
25 Jul 15 15:00	25 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		25 Jul 15 15:00	Verbal/written apology	25 Jul 15 15:00	No further action	
25 Jul 15 15:00	25 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		25 Jul 15 15:00	Clarification provided	25 Jul 15 15:00	No further action	
25 Jul 15 15:00	25 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		25 Jul 15 15:00	Clarification provided	25 Jul 15 15:00	No further action	
25 Jul 15 15:00	25 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	access to Services		25 Jul 15 15:00	Advice given	25 Jul 15 15:00	No further action	
25 Jul 15 15:00	25 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	access to Services		27 Jul 15 15:00	Advice given	27 Jul 15 15:00	No further action	

25 Jul 15 15:00	25 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	27 Jul 15 15:00	Advice given	27 Jul 15 15:00	No further action	s. 47F(1)
28 Jul 15 15:00	28 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		27 Jul 15 15:00	Advice given	28 Jul 15 15:00	No further action	
30 Jul 15 15:00	30 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		30 Jul 15 15:00	Clarification provided	30 Jul 15 15:00	No further action	
30 Jul 15 15:00	30 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		30 Jul 15 15:00	Clarification provided	30 Jul 15 15:00	No further action	
30 Jul 15 15:00	30 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		30 Jul 15 15:00	Clarification provided	30 Jul 15 15:00	No further action	
30 Jul 15 15:00	30 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		30 Jul 15 15:00	Clarification provided	30 Jul 15 15:00	No further action	
30 Jul 15 15:00	30 Jul 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		30 Jul 15 15:00	Clarification provided	30 Jul 15 15:00	No further action	

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
03 Aug 15 15:00	04 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	30 Jul 15 15:00	Clarification provided	30 Jul 15 15:00	No further action	s. 47F(1)
03 Aug 15 15:00	04 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		30 Jul 15 15:00	Clarification provided	30 Jul 15 15:00	No further action	
07 Aug 15 15:00	07 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		07 Aug 15 15:00	Clarification provided	07 Aug 15 15:00	No further action	
07 Aug 15 15:00	7/08/2015 15:00		Transfield	Person in Detention	access to Services		07 Aug 15 15:00	Advice given	07 Aug 15 15:00	No further action	
08 Aug 15 15:00	08 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		08 Aug 15 15:00	Clarification provided	08 Aug 15 15:00	No further action	
10 Aug 15 15:00	10 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		10 Aug 15 15:00	Advice given	10 Aug 15 15:00	No further action	
11 Aug 15 15:00	11 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		11 Aug 15 15:00	Advice given	11 Aug 15 15:00	No further action	
11 Aug 15 15:00	11 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		11 Aug 15 15:00	Advice given	11 Aug 15 15:00	No further action	
11 Aug 15 15:00	11 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	Access to Services		11 Aug 15 15:00	Clarification provided	11 Aug 15 15:00	No further action	
11 Aug 15 15:00	11 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	access to Services		11 Aug 15 15:00	Advice given	11 Aug 15 15:00	No further action	
14 Aug 15 15:00	14 Aug 15 15:00	Nauru Centre	Transfield	Person in Detention	access to Services		14 Aug 15 15:00	Explanation provided	11 Aug 15 15:00	No further action	
19 Aug 15 10:00	19 Aug 15 10:00	Nauru Centre	Transfield	Person in Detention	Grievances		19 Aug 15 10:00	Advice given	19 Aug 15 10:00	No further action	
19 Aug 15 10:00	19 Aug 15 10:00	Nauru Centre	Transfield	Person in Detention	access to Services		19 Aug 15 10:00	Other - please detail in comments	19 Aug 15 10:00	no further action	
19 Aug 15 10:00	20 Aug 15 10:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Aug 15 10:00	Advice given	20 Aug 15 10:00	No further action	
20 Aug 15 10:00	20 Aug 15 10:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Aug 15 10:00	Advice given	20 Aug 15 10:00	No further action	
17 Aug 15 00:00	28 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		18 Aug 15 00:00	Advice given	18 Aug 15 00:00	No further action	
19 Aug 15 00:00	28 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		19 Aug 15 00:00	Advice given	19 Aug 15 00:00	No further action	
20 Aug 15 00:00	28 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		20 Aug 15 00:00	Explanation provided	20 Aug 15 00:00	No further action	

20 Aug 15 00:00	28 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	20 Aug 15 00:00	Explanation provided	20 Aug 15 00:00	No further action
26 Aug 15 00:00	28 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	s. 47F(1)	26 Aug 15 00:00	Explanation provided	26 Aug 15 00:00	No further action
26 Aug 15 00:00	28 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	s. 47F(1)	26 Aug 15 00:00	Explanation provided	26 Aug 15 00:00	No further action
26 Aug 15 00:00	28 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	s. 47F(1)	26 Aug 15 00:00	Explanation provided	26 Aug 15 00:00	No further action
27 Aug 15 00:00	28 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care	s. 47F(1)	27 Aug 15 00:00	Clarification provided	27 Aug 15 00:00	No further action
30 Aug 15 00:00	31 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	30 Aug 15 00:00	Explanation provided	30 Aug 15 00:00	No further action
31 Aug 15 00:00	31 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services	s. 47F(1)	31 Aug 15 00:00	Explanation provided	31 Aug 15 00:00	No further action
31 Aug 15 00:00	31 Aug 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	s. 47F(1)	31 Aug 15 00:00	Explanation provided	31 Aug 15 00:00	No further action

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
01 Sep 15 00:00	03 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Communication	s. 47F(1)	03 Sep 15 00:00	Other - please detail in comments	03 Sep 15 00:00	No further action	s. 47F(1)
01 Sep 15 00:00	03 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		03 Sep 15 00:00	Explanation provided	03 Sep 15 00:00	No further action	
02 Sep 15 00:00	03 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		03 Sep 15 00:00	Explanation provided	03 Sep 15 00:00	No further action	
04 Sep 15 00:00	04 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		04 Sep 15 00:00	Clarification provided	04 Sep 15 00:00	No further action	
08 Sep 15 00:00	08 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		08 Sep 15 00:00	Explanation provided	08 Sep 15 00:00	No further action	
08 Sep 15 00:00	08 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		08 Sep 15 00:00	Explanation provided	08 Sep 15 00:00	No further action	
05 Sep 15 00:00	11 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		05 Sep 15 00:00	Explanation provided	05 Sep 15 00:00	No further action	
05 Sep 15 00:00	11 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		05 Sep 15 00:00	Explanation provided	05 Sep 15 00:00	No further action	
05 Sep 15 00:00	11 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		05 Sep 15 00:00	Explanation provided	05 Sep 15 00:00	No further action	
05 Sep 15 00:00	11 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		05 Sep 15 00:00	Other - please detail in comments	05 Sep 15 00:00	No further action	
10 Sep 15 00:00	11 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services		10 Sep 15 00:00	Clarification provided	19 Sep 15 00:00	No further action	
10 Sep 15 00:00	11 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		10 Sep 15 00:00	Other - please detail in comments	10 Sep 15 00:00	No further action	
09 Sep 15 00:00	14 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		09 Sep 15 00:00	Other - please detail in comments	09 Sep 15 00:00	No further action	
13 Sep 15 00:00	14 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Explanation provided	14 Sep 15 00:00	No further action	
13 Sep 15 00:00	19 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		13 Sep 15 00:00	Explanation provided	13 Sep 15 00:00	No further action	
13 Sep 15 00:00	19 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		13 Sep 15 00:00	Clarification provided	13 Sep 15 00:00	No further action	
15 Sep 15 00:00	19 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		15 Sep 15 00:00	Explanation provided	15 Sep 15 00:00	No further action	
18 Sep 15 00:00	19 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		18 Sep 15 00:00	Explanation provided	18 Sep 15 00:00	No further action	
18 Sep 15 00:00	19 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		18 Sep 15 00:00	Clarification provided	18 Sep 15 00:00	No further action	
19 Sep 15 00:00	19 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		19 Sep 15 00:00	Clarification provided	24 Sep 15 00:00	No further action	
19 Sep 15 00:00	19 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		19 Sep 15 00:00	Other - please detail in comments	24 Sep 15 00:00	No further action	
19 Sep 15 00:00	19 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		19 Sep 15 00:00	Clarification provided	19 Sep 15 00:00	No further action	
21 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		21 Sep 15 00:00	Other - please detail in comments	24 Sep 15 00:00	No further action	
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action	
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action	
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action	
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action	
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action	
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action	

[illegible]

[illegible]

s. 47F(1)

Released by DIBP under the
Freedom of Information Act 1982

s. 47F(1)

s. 47F(1)

13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action
13 Sep 15 00:00	22 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		14 Sep 15 00:00	Clarification provided	14 Sep 15 00:00	No further action

Released by DIBP under the
Freedom of Information Act 1982

30 Sep 15 00:00	30 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	s. 47F(1)	30 Sep 15 00:00	Advice given	30 Sep 15 00:00	No further action	s. 47F(1)
30 Sep 15 00:00	30 Sep 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		30 Sep 15 00:00	Clarification provided	30 Sep 15 00:00	no further action	

Complaints Register												
												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments	
01 Oct 15 00:00	01 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	01 Oct 15 00:00	Explanation provided	01 Oct 15 00:00	No further action	s. 47F(1)	
01 Oct 15 00:00	01 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		01 Oct 15 00:00	Explanation provided	01 Oct 15 00:00	No further action		
01 Oct 15 00:00	01 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		01 Oct 15 00:00	Explanation provided	01 Oct 15 00:00	No further action		
02 Oct 15 00:00	02 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		02 Oct 15 00:00	Explanation provided	02 Oct 15 00:00	No further action		
03 Oct 15 00:00	03 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services		03 Oct 15 00:00	Explanation provided	03 Oct 15 00:00	No further action		
03 Oct 15 00:00	03 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		03 Oct 15 00:00	Explanation provided	03 Oct 15 00:00	No further action		
03 Oct 15 00:00	03 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		03 Oct 15 00:00	Explanation provided	03 Oct 15 00:00	No further action		
06 Oct 15 00:00	06 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		06 Oct 15 00:00	Clarification provided	06 Oct 15 00:00	No further action		
08 Oct 15 00:00	08 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services		08 Oct 15 00:00	Clarification provided	08 Oct 15 00:00	No further action		
12 Oct 15 00:00	12 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Communication		12 Oct 15 00:00	Clarification provided	12 Oct 15 00:00	No further action		
15 Oct 15 00:00	15 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		15 Oct 15 00:00	Advice given	15 Oct 15 00:00	No further action		
19 Oct 15 00:00	20 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Oct 15 00:00	Explanation provided	20 Oct 15 00:00	No further action		
19 Oct 15 00:00	20 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Oct 15 00:00	Advice given	20 Oct 15 00:00	No further action		
19 Oct 15 00:00	20 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Oct 15 00:00	Clarification provided	20 Oct 15 00:00	No further action		
19 Oct 15 00:00	20 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Oct 15 00:00	Advice given	20 Oct 15 00:00	No further action		
19 Oct 15 00:00	20 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Oct 15 00:00	Advice given	20 Oct 15 00:00	No further action		
19 Oct 15 00:00	20 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Oct 15 00:00	Advice given	20 Oct 15 00:00	No further action		
19 Oct 15 00:00	20 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		20 Oct 15 00:00	Advice given	20 Oct 15 00:00	No further action		

20 Oct 15 00:00	20 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	20 Oct 15 00:00	Advice given	20 Oct 20 00:00	No further action	s. 47F(1)
21 Oct 15 00:00	21 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services		21 Oct 15 00:00		21 Oct 20 00:00	No further action	
23 Oct 15 00:00	23 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		23 Oct 15 00:00	Clarification provided	23 Oct 15 00:00	No further action	
23 Oct 15 00:00	23 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		23 Oct 15 00:00	Advice given	23 Oct 15 00:00	No further action	
24 Oct 15 00:00	24 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services		24 Oct 15 00:00	Advice given	24 Oct 15 00:00	No further action	
24 Oct 15 00:00	24 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		24 Oct 15 00:00	Advice given	24 Oct 15 00:00	No further action	
26 Oct 15 00:00	26 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		26 Oct 15 00:00	Clarification provided	26 Oct 15 00:00	No further action	
27 Oct 15 00:00	27 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		27 Oct 15 00:00	Clarification provided	27 Oct 15 00:00	No further action	
29 Oct 15 00:00	29 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		29 Oct 15 00:00	Advice given	02 Nov 15 00:00	No further action	
29 Oct 15 00:00	29 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		29 Oct 15 00:00	Advice given	29 Oct 15 00:00	No further action	
30 Oct 15 00:00	30 Oct 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services		30 Oct 15 00:00	Advice given	30 Oct 15 00:00	No further action	

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
04 Nov 15 00:00	04 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances	s. 47F(1)	04 Nov 15 00:00	Advice given	04 Nov 15 00:00	No further action	s. 47F(1)
04 Nov 15 00:00	12 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		04 Nov 15 00:00	Explanation provided	04 Nov 15 00:00	No further action	
10 Nov 15 15:00	12 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Grievances		10 Nov 15 00:00	Clarification provided	10 Nov 15 00:00	No further action	
10 Nov 15 00:00	12 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		10 Nov 15 00:00	Explanation provided	10 Nov 15 00:00	No further action	
10 Nov 15 00:00	21 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		10 Nov 15 00:00	Other - please detail in comments	10 Nov 15 00:00	No further action	
14 Nov 15 00:00	21 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		15 Nov 15 00:00	Explanation provided	15 Nov 15 00:00	No further action	
17 Nov 15 00:00	21 Nov 15 00:00	Nauru Centre	Transfield	Other - please detail in comments	Grievances		17 Nov 15 00:00	Explanation provided	17 Nov 15 00:00	No further action	
21 Nov 15 00:00	21 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		21 Nov 15 00:00	Other - please detail in comments	21 Nov 15 00:00	No further action	
26 Nov 15 00:00	26 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		26 Nov 15 00:00	Explanation provided	26 Nov 15 00:00	No further action	
26 Nov 15 00:00	26 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Quality of Clinical Care		26 Nov 15 00:00	Explanation provided	26 Nov 15 00:00	No further action	
28 Nov 15 00:00	28 Nov 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		28 Nov 15 00:00	Verbal/written apology	28 Nov 15 00:00	No further action	

Complaints Register											
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
02 Dec 15 00:00	05 Dec 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services	s. 47F(1)	02 Dec 15 00:00	Advice given	02 Dec 15 00:00	No further action	s. 47F(1)
04 Dec 15 00:00	10 Dec 15 00:00	Nauru Centre	Transfield	Other - please detail in comments	Access to Services		05 Dec 15 00:00	Advice given	05 Dec 15 00:00	No further action	
05 Dec 15 00:00	10 Dec 15 00:00	Nauru Centre	Transfield	Person in Detention	access to Services		05 Dec 15 00:00	Advice given	05 Dec 15 00:00	No further action	
21 Dec 15 00:00	23 Dec 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		21 Dec 15 00:00	Advice given	21 Dec 15 00:00	No further action	
21 Dec 15 00:00	23 Dec 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		21 Dec 15 00:00	Clarification provided	21 Dec 15 00:00	No further action	
23 Dec 15 00:00	23 Dec 15 00:00	Nauru Centre	Transfield	Person in Detention	Access to Services		23 Dec 15 00:00	Advice given	23 Dec 15 00:00	No further action	

IHMS Complaints Register												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint ID	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
08 Jan 16 00:00	08 Jan 16 00:00	Nauru Centre	16c/009	Transfield	Person in detention	Access to Services	s. 47F(1)	08 Jan 16 00:00	Clarification provided	08 Jan 16 00:00	No further action	s. 47F(1)
13 Jan 16 00 00	14 Jan 16 00:00	Nauru Centre	16c/024	Transfield	Person in detention	Access to Services		14 Jan 16 00:00	Advice given	14 Jan 16 00:00	No further action	
13 Jan 16 00 00	13 Jan 16 00:00	Nauru Centre	16C/022	Transfield	Person in detention	Access to Services		13 Jan 16 00:00	Advice given	13 Jan 16 00:00	No further action	
15 Jan 16 00 00	15 Jan 16 00:00	Nauru Centre	16c/025	Transfield	Person in detention	Professional Conduct by HMS Staff		15 Jan 16 00:00	Explanation provided	15 Jan 16 00:00	No further action	
15 Jan 16 00 00	15 Jan 16 00:00	Nauru Centre	16c/029	Transfield	Person in detention	Access to Services		15 Jan 16 00:00	Advice given	15 Jan 16 00:00	No further action	
15 Jan 16 00 00	15 Jan 16 00:00	Nauru Centre	16c/028	Transfield	Person in detention	Quality of Clinical Care		15 Jan 16 00:00	Advice given	15 Jan 16 00:00	No further action	
19 Jan 16 00 00	19 Jan 16 00:00	Nauru Centre	16c/014	Transfield	Person in detention	Quality of Clinical Care		19 Jan 16 00:00	Clarification provided	19 Jan 16 00:00	No further action	
19 Jan 16 00 00	19 Jan 16 00:00	Nauru Centre	16c/034	Transfield	Person in detention	Quality of Clinical Care		19 Jan 16 00:00	Explanation provided	19 Jan 16 00:00	No further action	
19 Jan 16 00 00	19 Jan 16 00:00	Nauru Centre	16c/031	Transfield	Person in detention	Access to Services		19 Jan 16 00:00	Explanation provided	19 Jan 16 00:00	No further action	
21 Jan 16 00 00	21 Jan 16 00:00	Nauru Centre	16c/037	Transfield	Person in detention	Access to Services		21 Jan 16 00:00	Advice given	21 Jan 16 00:00	No further action	
23 Jan 16 00 00	23 Jan 16 00:00	Nauru Centre	16c/041	Transfield	Person in detention	access to Services		23 Jan 16 00:00	Explanation provided	23 Jan 16 00:00	No further action	
23 Jan 16 00 00	23 Jan 16 00:00	Nauru Centre	16c/045	Transfield	Person in detention	access to Services		23 Jan 16 00:00	Explanation provided	23 Jan 16 00:00	No further action	
27 Jan 16 00 00	27 Jan 16 00:00	Nauru Centre	16c/094	Transfield	Person in detention	access to Services		27 Jan 16 00:00	Explanation provided	27 Jan 16 00:00	No further action	
18 Jan 16 00 00	28 Jan 16 00:00	Nauru Centre	16c/035	Transfield	Person in detention	Quality of Clinical Care		19 Jan 16 00:00	Explanation provided	19 Jan 16 00:00	No further action	
26 Jan 16 00 00	28 Jan 16 00:00	Nauru Centre	16c/050	Transfield	Person in detention	Access to Services		26 Jan 16 00:00	Explanation provided	26 Jan 16 00:00	No further action	
26 Jan 16 00 00	28 Jan 16 00:00	Nauru Centre	16c/051	Transfield	Person in detention	Quality of Clinical Care		26 Jan 16 00:00	Explanation provided	26 Jan 16 00:00	No further action	
26 Jan 16 00 00	28 Jan 16 00:00	Nauru Centre	16c/052	Transfield	Person in detention	Quality of Clinical Care		26 Jan 16 00:00	Explanation provided	26 Jan 16 00:00	No further action	
31 Jan 16 00 00	31 Jan 16 00:00	Nauru Centre	16c/058	Transfield	Person in detention	Access to Services		31 Jan 16 00:00	Verbal/written apology	31 Jan 16 00:00	No further action	

Complaints Register												
Date Complaint Received (Time 1)	Date Added onto Complaints Register (Time 2)	IHMS Facility	Complaint ID	Origin of Complaint	Complaint Received from	Category	Description	Date and Time Initial Response Provided (Time 4)	Action taken	Resolution Date (Time 3)	Follow up required	Comments
03 Feb 16 00:00	03 Feb 16 00:00	Nauru Centre	16c.068	Transfield	Person in Detention	Access to Services	s. 47F(1)	03 Feb 16 00:00	Advice given	03 Feb 16 00:00	No further action	s. 47F(1)
04 Feb 16 00:00	04 Feb 16 00:00	Nauru Centre	16C.070	Transfield	Person in Detention	Grievances		04 Feb 16 00:00	Explanation provided	04 Feb 16 00:00	No further action	
04 Feb 16 00:00	04 Feb 16 00:00	Nauru Centre	16C.065	Transfield	Person in Detention	Access to Services		04 Feb 16 00:00	Clarification provided	04 Feb 16 00:00	No further action	
05 Feb 16 00:00	06 Feb 16 00:00	Nauru Centre	16c.080	Transfield	Person in Detention	Grievances		06 Feb 16 00:00	Explanation provided	06 Feb 16 00:00	No further action	
05 Feb 16 00:00	06 Feb 16 00:00	Nauru Centre	16c.081	Transfield	Person in Detention	Access to Services		06 Feb 16 00:00	Explanation provided	06 Feb 16 00:00	No further action	
09 Feb 16 00:00	09 Feb 16 00:00	Nauru Centre	16C.093	Transfield	Person in Detention	Grievances		09 Feb 16 00:00	Clarification provided	09 Feb 16 00:00	No further action	
09 Feb 16 00:00	09 Feb 16 00:00	Nauru Centre	16.195	Transfield	Person in Detention	Access to Services		09 Feb 16 00:00	Explanation provided	09 Feb 16 00:00	No further action	
08 Feb 16 00:00	09 Feb 16 00:00	Nauru Centre	16c.082	Transfield	Person in Detention	Grievances		08 Feb 16 00:00	Explanation provided	08 Feb 16 00:00	No further action	
12 Feb 16 00:00	12 Feb 16 00:00	Nauru Centre	16c.102	Transfield	Person in Detention	Grievances		12 Feb 16 00:00	Explanation provided	12 Feb 16 00:00	No further action	
11 Feb 16 00:00	13 Feb 16 00:00	Nauru Centre	16c.100	Transfield	Person in Detention	Grievances		11 Feb 16 00:00	Explanation provided	11 Feb 16 00:00	No further action	
12 Feb 16 00:00	13 Feb 16 00:00	Nauru Centre	16c.107	Transfield	Person in Detention	Grievances		12 Feb 16 00:00	Explanation provided	12 Feb 16 00:00	No further action	
15 Feb 16 00:00	15 Feb 16 00:00	Nauru Centre	16C.123	Transfield	Person in Detention	Grievances		15 Feb 16 00:00	Explanation provided	16 Feb 16 00:00	No further action	
15 Feb 16 00:00	15 Feb 16 00:00	Nauru Centre	16C.121	Transfield	Person in Detention	Grievances		15 Feb 16 00:00	Explanation provided	15 Feb 16 00:00	No further action	
16 Feb 16 00:00	16 Feb 16 00:00	Nauru Centre	16c.125	Transfield	Person in Detention	Grievances		16 Feb 16 00:00	Explanation provided	16 Feb 16 00:00	No further action	
16 Feb 16 00:00	18 Feb 16 00:00	Nauru Centre	16c.129	Transfield	Person in Detention	Grievances		18 Feb 16 00:00	Clarification provided	18 Feb 16 00:00	No further action	
20 Feb 16 00:00	21 Feb 16 00:00	Nauru Centre	16c.136	Transfield	Person in Detention	Grievances		20 Feb 16 00:00	Explanation provided	27 Feb 16 00:00	No further action	
20 Feb 16 00:00	21 Feb 16 00:00	Nauru Centre	n/a	Transfield	Person in Detention	Access to Services		20 Feb 16 00:00	Explanation provided	27 Feb 16 00:00	No further action	
12 Feb 16 00:00	03 Mar 16 00:00	Nauru Centre	16c.103	Transfield	Person in Detention	Access to Services		12 Feb 16 00:00	Explanation provided	12 Feb 16 00:00	No further action	
18 Feb 16 00:00	03 Mar 16 00:00	Nauru Centre	16c.104	Transfield	Person in Detention	Grievances		18 Feb 16 00:00	Clarification provided	18 Feb 16 00:00	No further action	
15 Feb 16 00:00	03 Mar 16 00:00	Nauru Centre	16c.114	Transfield	Person in Detention	Access to Services		15 Feb 16 00:00	Explanation provided	15 Feb 16 00:00	No further action	
15 Feb 16 00:00	03 Mar 16 00:00	Nauru Centre	16c.115	Transfield	Person in Detention	Access to Services		15 Feb 16 00:00	Explanation provided	15 Feb 16 00:00	No further action	
03 Feb 16 00:00	03 Mar 16 00:00	Nauru Centre	16c.148	Transfield	Person in Detention	Access to Services		03 Feb 16 00:00	Explanation provided	03 Feb 16 00:00	No further action	
03 Feb 16 00:00	03 Mar 16 00:00	Nauru Centre	16c.149	Transfield	Person in Detention	Grievances		03 Feb 16 00:00	Advice given	03 Feb 16 00:00	No further action	
09 Feb 16 00:00	03 Mar 16 00:00	Nauru Centre	16c.196	Transfield	Person in Detention	Access to Services		09 Feb 16 00:00	Clarification provided	09 Feb 16 00:00	No further action	

11 Feb 16 00:00	03 Mar 16 00:00	Nauru Centre	16c.212	Transfield	Person in Detention	Access to Services	s. 47F(1)	11 Feb 16 00:00	Explanation provided	11 Feb 16 00:00	No further action	s. 47F(1)
29 Feb 16 00:00	03 Mar 16 00:00	Nauru Centre	RC0193	Transfield	Person in Detention	ccess to Service		29 Feb 16 00:00	Verbal/written apology	29 Feb 16 00:00	No further action	