Sample Grievance / Complaints Record

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| How were details of the grievance or complaint received?  **Please tick √** | Phone | Verbal  MCj04316440000[1] | Email  MCj04247680000[1] | FacsimileMCj04339060000[1] | Letter |

Who made the complaint?

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| Name: |  | | |
| Address: |  | | |
| Email: |  | Tel: | Mobile: |

Account of the complaint:

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| What was the issue? Did it involve another party or parties? If so, who? What happened, when – any details… |
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Complaint Received By:

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| Name: |  |
| Position: |  |
| Date and time complaint received: |  |

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| Complaint referred to: E.g. Committee, Mediator | Date: |

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| Complainant contacted:  Other parties contacted: | Date:  Date: |

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| Details of the process of investigation and any discussions. What was learnt that contributed to decision-making |
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| Assessment of scope, severity and potential impact of the grievance or complaint. |
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| Details of decisions made and proposed actions to be taken |
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| Complainant and Respondent (If any) informed of decision in writing within 20 days or informed of any delays. | Date informed: |

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| If complainant/respondent satisfied with response – CASE CLOSED | Date: |

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| If complainant is not satisfied meet to discuss alternative methods of resolution. | Date: |