Sample Grievance / Complaints Register

The following provides a sample of a register for grievances and/or complaints and the actions undertaken. This will provide the Committee with a record of the types of complaints received (any trends), the effectiveness of resolution strategies and a record of what was done as a risk management measure. These records, together with copies of correspondence regarding the complaint, should be retained for at least 7 years.

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| Date Received | Complaint Source Name | Address | Contacts | Complaint Description | Outcome Sought | Actions Taken to Collect information | Actions | Satisfaction | Closure Date |
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