

## COMPLAINT HANDLING CHECKLIST

<b>Frontline Receipt of complaint</b>	
Name of complainant(s):	
Date complaint received:	
Type of complaint:	
Summary of complaint:	
Contact(s) with complainant:	
Date complaint resolved (or escalated internally if no resolution):	
Summary of resolution:	
Does complaint indicate any internal changes are required?	
<b>Internal Dispute Resolution Process</b>	
Complaint escalated to:	
Date complainant contacted to discuss:	
Date acknowledgement sent to complainant:	

Process and initial timeframe communicated:	
Summary of investigation:	
Outcome communicated to complainant:	
Summary of resolution:	
Does complaint indicate any internal changes are required?	
Date resolved OR letter of "deadlock" issued:	
<b>ISO Dispute Resolution Process</b>	
Date notification of complaint received:	
File prepared for ISO:	
Written submission prepared for ISO:	
Documentation submitted to ISO:	
Outcome of complaint:	
Does complaint indicate any internal changes are required?	