

OFFICE USE ONLY

Received by		Complaints Number Issued	
Date		Given to Training Operations Manager	
Date written acknowledgement forwarded		By	
Date Issued		Follow up Date (NB: Sixty (60) day limit)	

Action Taken (meetings, investigation, interviews and formal hearings). Attach all documentation

Note any referral to independent party or authority.

Record of decision and any further recommendations for action (improvement, corrective or preventive actions)

Specify possible improvement based on complaint

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Date of finalisation or external referral

Signature	Date
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Entry into file	Date
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