

COMPLAINTS LOG TEMPLATE

Information to log	Details
Complainant Details: - name(s) - all available contact information	
Date complaint received (PEC)	
Date complaint logged	
Complaint reference number	
Subject and date of approval of the job/ assignment/procedure/agreement	
Short description of the issue	
Investigation on the specific job: - completed activities (short description) - registration data (records and dates) - current status (in progress/stopped)	
Further general investigation: identify former complaints potentially referring to the same subject or procedure or person	
Agreed solutions and outcome	
Action taken to prevent re-occurrence of complaints for that individual or that area of work	