

## FO-05 COMPLAINTS, GRIEVANCES & APPEALS REPORT

### Instructions:

- This report is governed by the Complaints, Grievances & Appeals Procedure
- The RTO General Manager must complete this report after responding to a Complaint, Grievance or Appeal
- Complaints, Grievances and Appeals correspondence must be attached to this report
- Once complete, forward the report with original documents to the RTO General Manager

REPORT DETAILS	
Name of Claimant	
Date Complaint, Grievance or Appeal Lodged	
Complaint, Grievance or Appeal Lodged Against	
Person Complaint, Grievance or Appeal Reported To	
Position Title	
Person Responsible for Addressing Complaint, Grievance or Appeal	
Position Title	
Nature of Complaint, Grievance or Appeal:	<input type="checkbox"/> Complaint <input type="checkbox"/> Grievance <input type="checkbox"/> Appeal
Description of the Complaint, Grievance or Appeal	
Date Complaint, Grievance or Appeal Addressed	
Action Taken:	
<b>Date</b>	<b>Action</b>
Outcome	

<b>RTO Representative's Signature:</b>	
<b>Date</b>	
[See attached <b>Interview Notes</b> if required]	

## INTERVIEW NOTES

<b>Interviewee</b>	
<b>Date</b>	
<b>Regarding</b>	<i>(insert title of COMPLAINT, GRIEVANCE OR APPEAL)</i>
<b>Interview Attendees</b>	1.
	2.
	3.

Name	Comments Taken at Interview
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