**COMPLAINT & SUGGESTION RECORD FORM**

|  |  |
| --- | --- |
| **Date of complaint & suggestion** |  |
| **Name of person giving complaint or suggestion** |  |
| **Associated GAP Control Point(s) Reference** |  |
| **Details of complaint or suggestion**   * **Details of the incident,** * **Persons involved,** * **Reason for the complaint / suggestion,** * **Details of the complainant,** * **Timeframe for complaint or suggestion resolution** * **Other relevant details** |  |
| **Action Taken/Resolution (what has been done to follow up on the complaint or suggestion)** |  |
| **Resolved By** |  |
| **Date Resolved** |  |
| **Date Parties Informed of Outcome**  **(e.g. complainant, others affected)** |  |