**COMPLAINT & SUGGESTION RECORD FORM**

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| **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)** |  |