|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date complaint received | By whom? | About what/whom? | Allocated to whom & when? | Complainant contacted? When? | Resolved (Stage 1) | Progressed to the clerk (stage 2) Date |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |