|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |