

COMPLAINTS PROCESS FORM

Individual/Organisation lodging complaint			
Nature of complaint			
Person complaint was made to (verbal or written)		Name of person complaint forwarded to, if applicable	Date complaint received
INFORMAL		Details	
1	Contact person settled complaint immediately		
STAGE 1			
Procedure		Details	Date of reply
2	3 days from complaint received – Contact person acknowledge in writing		
3	Within 10 working days after 2 above – Manager supply full response. Advise that if not satisfied – Stage 2		
STAGE 2			
Reason why complainant is not satisfied			Date complaint received
Procedure		Details	Date of reply
4	Director/Chief Executive acknowledges complaint immediately		
5	Within 20 working days after 4 above – supply full reply – Advice that if not satisfied – Stage 3		
STAGE 3			
Reason why complainant is still not satisfied			Date complaint received
Procedure		Details	Date of reply
6	Chief Executive/ Chairperson acknowledges complaint		
7	Within 25 working days after 6 above – supply final reply		