

**electrogroup**  
**EGF 01.02 Complaint Form**



Name:

Phone:

Date:

Current address:

City:

State:

Postcode Code:

Apprentice

Host

Employee

Public

Channel: Phone  / E-Mail  / Walk-In  / Letter  / Social Media

Phone

Mobile

E Mail

If you wish to remain anonymous, you will be unable to receive any feedback from **electrogroup**.

Are you the person who has the complaint? Yes No

If No, please supply the name and contact details of the person who has the complaint?

Name:

Consent

Do you consent to electrogroup raising this complaint with the relevant workplace parties? Yes No

If No, **electrogroup** may not be able to take any specific action and may only be able to give general assistance.

Do you consent to **electrogroup** making the workplace parties aware that the issue has been raised by you? Yes No

Complaint Summary:

Signature:

Date:

Where a complaint has not been solved during the initial contact, tell the caller that the matter will be referred to the manager for review, and **electrogroup** will contact the caller in a maximum of five business days with a resolution or update. Go through your notes with the caller to ensure the caller is satisfied your notes reflect the issue accurately.

Make a diary note to update the caller in five working days.

If you resolve the complaint at the initial contact, thank the caller for bringing the matter to our attention, and tell the caller it will be brought to the attention of the Chief Executive:

Investigation Notes:

Signature

Date:

Findings:

Signature:

Date:

Resolution and/or follow-up requirements:

Signature:

Date:

Complaint added to register:  Initials

Date

Complaint documents added to file:  Initials

Date: