

Part 2: Internal Use Only

Where is this complaint directed? Who has received it? _____

To be completed by person exploring the complaint or concern.

1. What has been done to date?

2. Is the complaint resolved? Yes No

If "Yes", then summarize the agreed upon solution to the complaint. Ensure you have completed the complaints log:

If "No", forward the complaint to the most appropriate Director of Programs and Services who will review the information and provide follow-up within 20 business days.

Supervisor name

Director of Programs and Services Name

Supervisor signature

Director of Programs and Services signature

Date

Date