





Resolved to the satisfaction of the complainant: Yes / No

Original Copy to Records Department: Yes / No

DATE:.....  Registered

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**CHIEF EXECUTIVE OFFICER**

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**PROCEDURE FOR HANDLING THE COMPLAINT REPORT FORM**

UPON RECEIPT OF THE COMPLAINT REPORT FORM THE OFFICER RECEIVING THE REQUEST SHALL:

1. ENSURE ALL DETAILS HAVE BEEN ENTERED CORRECTLY ON THE FORM.
2. WRITE HIS/HER NAME, TITLE AND DATE IN THE SPACE PROVIDED.
3. GIVE THE COMPLAINANT A DUPLICATE COPY OF THE FORM FOR THEIR RECORD PURPOSES.
4. HAND TO OFFICER FOR RECORDING AND ALLOCATION OF FILE AND CORRESPONDENCE NUMBERS
5. REFERRING OFFICER TO INVESTIGATE THE COMPLAINT AND RESPOND ACCORDINGLY WHO WILL THEN PASS IT ON TO THE REFERRING OFFICER.
6. THE CHIEF EXECUTIVE OFFICER TO SIGN OFF COMPLAINT IF SATISFIED WITH THE ACTION TAKEN AND RETURN THE FORM TO THE RECORDS SECTION FOR FILING.

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<b>FILE NUMBER:</b>	<b>COPY TO:</b>
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