Complaints Register

[YEAR]

*This document is to be used to record complaints as evidence for your A+ certification. Please include as much detail as possible. Refer to your complaint management SOP for further direction.*

Complaint Details

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| --- | --- |
| Date Received: | *E.g. 12.02.2020* |
| Complainant (Individual or Group name): | *E.g. Local School Group, Sandy Sanderson (Local), MFA, Regional Council, Neighbouring Farm, etc* |
| Complaint received / logged by: | *E.g. Sandy Sanderson – General Manager* |
| Complaint location / Method: | *E.g. Main Office, Email, Sanderson Bay site, etc* |
| Complaint Type / Category: | *E.g. Noise, Odour, Staff behaviour, Staff welfare, Waste Management, Pollution, Non-compliance, etc* |
| Complaint Description & Notes: | *E.g. Staff member was approached by school group with complaint about farm debris on nearby beach.* |
| Corrective Measures Taken: | *E.g. Debris inspected, confirmed, and removed. Beach clean up coordinated with school group & funded by AQNZ.* |

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