

NIAGARA LODGE

STAFF/ CLIENT COMPLAINTS AND GRIEVANCES FORM

Name: _____

Your Complaint:

NIAGARA LODGE

Actions: What would you have done so far to address the problem?

Any suggestions for resolution?

Your signature: _____ Date: _____

Signature of receipt: _____ Date: _____

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Action Taken/Recommendations: Response to complainant must be timely and respectful.

Name: _____ Date: _____

Outcome of Process:

Was your complaint resolved at this stage? Yes No

Comment _____

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Has complaint been passed to next stage? Yes No

Comment: _____

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Management Comments: Issues to follow-up

Signature: _____ Date: _____