

Complaint Checklist

By Kimberly French

- ☐ Organize your Information
 - ☐ Name the person or organisation against whom the complaint is lodged.
 - ☐ Write When the incident you are complaining about took place.
 - ☐ Write how the incident happened and what caused it.
 - ☐ Write where the incident happened.
 - ☐ Write why the incident happened.
 - ☐ Attempt to resolve the situation immediately.
- ☐ Making a Complaint
 - ☐ Accumulate the documents involved with the incident.
 - ☐ Identify what you want to resolve the situation.
 - ☐ Determine if you want to write down a complaint letter of what you want done to correct the problem.
 - ☐ Determine who to contact to have your problem addressed.
 - ☐ Make sure the complaint is signed and dated.
 - ☐ Where evidence is supplied, attach to the complaint.
 - ☐ Send the complaint letter to people in power.
- ☐ Tips
 - ☐ Always write down the date, time, names and titles of the people that you speak with.
 - ☐ Be patient and polite.
 - ☐ If you cannot get the result that you want from a representative, ask to speak to their supervisor.
 - ☐ If your complaint is resolved, say "Thank you".