



By complainant						
<i>Complainant's full name:</i>		<i>Occupation:</i>		<i>Address:</i>		<i>Tel:</i>
Overview of the complaint and feedback						
Measures proposed by the complainant						
<i>Date of complaints and feedback:</i>				<i>Complainant's signature:</i>		
By complaints and feedback receiver						
Form of receipt		<input type="checkbox"/> Phone <input type="checkbox"/> Letter		<input type="checkbox"/> E-mail <input type="checkbox"/> Other		
<i>Receiver's full name:</i>		<i>Position:</i>		<i>Signature:</i>		
Forwarded to management and officer in charge?		<i>Name / position:</i>		<i>Date:</i>		
By officer in charge of complaints and feedback						
<input type="checkbox"/> Feedback		<input type="checkbox"/> Complaint		Complaints and feedback registration number		
Incident?		<input type="checkbox"/> Yes		<input type="checkbox"/> No		
Type of complaint or feedback	<input type="checkbox"/> Cultural <input type="checkbox"/> Donation related <input type="checkbox"/> Human rights	<input type="checkbox"/> Environmental <input type="checkbox"/> Health and safety <input type="checkbox"/> Security	<input type="checkbox"/> Resettlement <input type="checkbox"/> Procurement / contractors <input type="checkbox"/> Construction projects	<input type="checkbox"/> Human resources and recruitment process <input type="checkbox"/> Influx and outflux	<input type="checkbox"/> Others: (please specify)	
Repeated complaints or feedback from a single organization or resident?		<input type="checkbox"/> Yes		<input type="checkbox"/> No		
Complaints and feedback level		<input type="checkbox"/> Level 1	<input type="checkbox"/> Level 2	<input type="checkbox"/> Level 3	<input type="checkbox"/> Level 4	
Measures taken in response to the complaints or feedback						
Outcome of measures						
<i>Name of response submitter:</i>		<i>Signature:</i>			<i>Date:</i>	
Complainant's satisfaction with the resolution		<input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied		<input type="checkbox"/> Somewhat satisfied		
Follow-up actions if complainant is dissatisfied with the resolution						