

Lusail Real Estate Development Company

Health, Safety, Security, Environment, Logistics & Quality Department

Lusail Operation Safety Procedural Forms/Checklists – Complaints Register

Document No	LUS-HSE-FM4-443-003.01	Rev	1
Uncontrolled Copy	Controlled Copy x	Date	01-Apr-2015

COMPANY PROPRIETARY INFORMATION

Prior to use, ensure this document is the most recent revision by checking the Master Document List. To request a change, submit a Document Change Request to the Document Control Representative. Master copy of this document will be maintained by the LREDC QA/QC Manager. Not controlled if printed.

Amendment Record

This document is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Rev. No	Description / Comments	Prepared By	Checked By	Approved By	Issue Date
1	(Pg. 1) Company Propriety Information – Not controlled if printed has been added.	HSE Working Group	Michael Ford	twe krueger	1 st April 2015
1	(Pg. 2) Revised Amendment Table	HSE Working Group	Michael Ford Michael Ford	Uwe Krueger	1 st April 2015



Complaints Register (Sample) - Form

SI	Date	Personal Details	Nature and Detail of Complaint	Who Dealt With It	How It Was Dealt With	Outcome	Follow Up Required
01.	Date complaint is received	Name, contact details, if appropriate	A detailed description of the complaint the person has made	Name of person who is or has responded to the complaint	Action taken to handle the complaint	Outline of what has happened as a result of the complaint	Any action required as a result of the complaint. This may include a change to LREDC procedures and policies
02.							
03.							
04.							
05.							
06.							
07.							