



Lusail Real Estate Development Company

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

Lusail Operation Safety Procedural Forms/Checklists – Complaints Register

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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.							