



**Suggested Outcome**


<b>Client Details</b>	<b>DATE:</b>
<b>NAME:</b>	<b>SIGNATURE:</b>

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**CERT Office Use Only**

<b>Officer Receiving Grievance</b>		<b>DATE:</b>
<b>NAME:</b>		<b>SIGNATURE:</b>

Action Completed	Date
OneDrive folder established	
Responsible Manager assigned	
National Quality Manager advised	
Grievance Register Updated	
Investigation/Interviews scheduled	
Target date for finalisation	

<b>Responsible Manager</b>	<b>DATE:</b>
<b>NAME:</b>	<b>SIGNATURE:</b>

**Recommendations Summary**


Agreed action completed and effective	
Signature:  National Quality Manager	Date:  ___/___/___

Action Completed	Date
Notifications issued	
Grievance Register Updated	
File closed	

*This form must be retained on hard copy and electronic files*