

	Document Title:  Complaint & Appeal Form	Document No.:	HCS/056
		Revision No.:	00
		Effective Date:	15 May 2024
		Page No.:	Page 1 of 1

Date Submitted:	Submitter:	C/A #: P/A #	Revision: Revised:	Date
	<b>Internal / External:(Specify)</b> Customer complaint Documentation issue Contracted services issue Other:	<b>Customer:</b> <b>Facility:</b> <b>Phone:</b> <b>Customer Contact:</b>		

**Problem Statement:**

**Problem Description:**

**Immediate fix (24 Hours):**

**Verification of Corrective / Preventive Action Plan:**

<b>Date Verification Completed:</b>	<b>Verified By:</b>
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**Cause(s) to be Corrected and Why:**

<b>System Changes To Prevent Re-Occurrence:</b>	
<b>Long Term Solution Plan:</b>	<b>Long Term Solution Implemented:</b>

<b>Doc change req'd</b>	<b>DCR #</b>	<b>Date Closed:</b>
<b>Training req'd</b>	<b>Training record</b>	<b>Audit date:</b>