Compliments & Feedback

Here you can record all external compliments, feedback and complaints received, along with any actions that are taken and raise any corrective actions that may be required.

1. The "No" will auto populate.
2. Select the Date Received – change from current date as required.
3. Select who is was Received By.
4. Select the Type.
5. Select how it was made.
6. Type in the Subject it relates to.
7. Type in the name of the person providing the information.

8. Type in an address – optional.
9. Record Phone No and or Email.
   NOTE: at least one must be completed.
10. Complete the description.
11. Type in any actions that need to be taken – optional.
12. Assign the task.
13. Click 🖫 **SAVE**.

A task will be sent to the assigned staff member for completion.

Home / Registers / Administrative Registers / Compliments & Feedback Register

13 🖫 SAVE 🗑 DELETE ↺ BACK

No	Date Received	Received by	Type	Made By
1 9	**2** 12/11/2021 × 🗐 **3**	Rover Alpine ▾ **4**	Complaint ▾ **5**	Phone ▾

Subject of Compliment or Feedback
6 Noise after 8pm

Name of Person providing a Compliment or Feedback
7 Lilly Thompson

Address
8

PhoneNo
089325623 **9**

Email

Detail of Compliment or Feedback
10 Machinery and tools operating after 8pm at development across the road
289 Vogue St, Millwater

Action Taken
11 added to toolbox meeting agenda

Assigned To
12 George Foreman

Completed Date
14 12/11/2021 ×   **15** ☑ Signed Off

Comments/Close Out
16 Spoke with team at meeting

☐ Tick if Correction Actions are required

Documents **17** ⊕ ADD FILE

	Last Modified Time	Title	Description	Action

14. Completed Date will populate when the task is signed off in the mobile app.
15. Signed Off will be ticked when completed on mobile app.
16. Comments/Close Out is completed in the mobile app.
17. Documents can be added at any stage both in the web and mobile app.

See next page for adding Corrective Actions.

Task will need to be signed off in the Mobile App in Registers/Compliments & Feedback

Add Corrective Action:

When you tick for corrective actions this will open the box show to add an item to the **Corrective Actions** register.

Complete the fields and click **SAVE**

Add New Item ✕

No
29

Type Of Action
Corrective Action Request ▾

Reason
Operator Fault ▾

Raised By
Kermit Frog ▾

Assigned To
George Foreman ▾

Date Identified
12/11/2021 📅

Estimated Closure Date
16/11/2021 📅

Description
Operating machinery and tools after 8pm

Proposed Immediate Action (Correction)
send out safety memo

SAVE **CANCEL**

☑ Tick if Correction Actions are required

Corrective Action & Audit Register 🟠 ADD

No	Description	Assigned To	Raised By	Estimated Clo...	Completed By
29	Operating machinery and tools after 8pm	George Foreman	Kermit Frog	16/11/2021	