

## COMPLAINT INVESTIGATION WORK SHEET

1. What is the problem? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. What is the violation if any? \_\_\_\_\_  
\_\_\_\_\_
3. These facts are important.
  - a. Get the date, time, and place the problem occurred.  
\_\_\_\_\_
  - b. List the facts that led to the complaint. \_\_\_\_\_  
\_\_\_\_\_
  - c. Record the time and date the complaint was received.  
\_\_\_\_\_
  - d. Get the name of the aggrieved member and the names of other people who may be involved or were present or have knowledge of the situation. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. What caused the complaint? \_\_\_\_\_  
\_\_\_\_\_
5. What other considerations are involved? \_\_\_\_\_  
\_\_\_\_\_
6. What are the possible solutions to this complaint? \_\_\_\_\_  
\_\_\_\_\_
7. What precedent has been set in previous complaint settlements? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. Make your decision and give your answer to the member(s) filing the complaint. ( Be sure to explain your decision and keep a record of what you did.)  
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