



CLIENT COMPLAINT FORM

Job Skills (JS) puts its clients first and therefore takes any complaint very seriously. If you would like to file a complaint, please complete this form and submit it to the JS employee's immediate Manager or you may submit your complaint in writing, through privacy@jobskills.org. Any client complaint will receive immediate attention. Your complaint will be investigated and a response will be provided within two business days of receiving the complaint.

CLIENT DETAILS:

Date and Time of Occurrence:

Client Name:

Client Contact Info (phone #, E-mail):

Nature of Complaint (please state full details):

Action taken:

Name of Immediate Supervisor:

Time and Date Contacted (Supervisor to be notified immediately):

Staff Involved in Occurrence:

Client Signature: _____ Date: _____

FOR OFFICE USE ONLY

Complaint Received by (Immediate Supervisor name):

Action Taken:

Initial Response to client within two business days: Yes No

Five Days Follow Up:

Informed Client of any further action taken:

File submitted to Human Resources: Yes No

Distribution:

Immediate Supervisor: _____ Date: _____

Director: _____ Date: _____

HR Manager: _____ Date: _____