

**PART I**  
**Contact details**

<b>File No.:</b>	
<b>Date:</b>	<b>Person receiving the complaint:</b>
<b>Basic information concerning the complainant:</b>	
<b>First and last name:</b>	<b>Company/institution:</b>
<b>Category (contractor/supplier/local community):</b>	<b>Address and phone number/e-mail address:</b>
<b>Preferred method of contact (by phone, by post, by e-mail)</b>	

**PART II**  
**Complaint description**

<b>Please describe the subject matter of the complaint:</b>	
<b>Preferred method of communication (in writing – by letter/e-mail; orally – in person/by phone):</b>	
<b>Date of lodging the complaint:</b>	<b>Date of acknowledgment of receipt of the complaint:</b>
<b>Signatures:</b>	
<b>Date and the complainant's signature:</b>	<b>Date and signature of the person receiving the complaint:</b>

**PART III**  
**Decision/closure of the complaint**

<b>Steps taken to resolve the complaint and outcome of dispute resolution:</b>	
<b>Department:</b>	<b>Manner of communication for providing a response:</b>

<b>Dispute closure date:</b>	
<b>Signatures:</b>	
<b>Date and the complainant's signature:</b>	<b>Date and signature of the representative of the RES Office/Stakeholder Management Team:</b>