# Appendix B: Sample Complaints Record Template

An example of what can be used to record complaints in the required complaints log. Other information related to the complaint, such as correspondence issued or received, could be attached to this record as indicated.

For more information see [Non-hazardous waste transportation systems user guide for environmental activity and sector registry](https://www.ontario.ca/page/non-hazardous-waste-transportation-systems-user-guide-environmental-activity-and-sector-registry).

# Complaints Record Template

Use this sheet to record complaints related to the natural environment as required by O. Reg. 351/12.

| **Company Name** |  |
| --- | --- |
| **Date of Complaint** |  |
| **Time of Complaint** |  |
| **Name of Complainant** |  |
| **Complainant Contact Info** |  |
| **Date MOECC Office Manager Notified of Complaint**[[1]](#footnote-1) |  |
| **Signature of person who prepared this record** |  |

Description of complaint

Attach copy of any correspondence related to the complaint to this record

Summary of measures taken to address complaint

Clearly state whether the complainant was contacted after measures taken[[2]](#footnote-2)

Attach a copy of any correspondence exchanged with the complainant in relation to the complaint

1. The Ministry of the Environment and Climate Change District (MOECC) District Office Manager must be notified no later than two businesses after the complaint was received. [↑](#footnote-ref-1)
2. While not a regulatory requirement, contacting the complainant after measures have been taken is recommended to confirm that the complaint has been resolved. [↑](#footnote-ref-2)