

 Tropical Forestry Services Limited	Revision: <b>01</b>	Page: <b>1 of 3</b>
Revision Date: 29.8.2006	Document Number: <b>F/SYS/024</b>	Form: <b>Continual Improvement Request</b>

## CONTINUAL IMPROVEMENT REQUEST FORM

We encourage our customers to help us to improve. If you would like to make a request or lodge a complaint, please complete parts 2-4 of the form and fax it back to us on (08) 9221 9477. We will get back to you ASAP

### OFFICE USE ONLY

PART 1 – Details of Request / Complaint			
1.1	Completed by		Date
1.2	Forward to		Date
1.3	Forward by	E-mail	Memo
			Other

### TO BE COMPLETED BY PERSON LODGING THE FORM

PART 2 – Your details			
2.1	Confidential	Y	N
2.2	Name		Date
2.3	Telephone number(s)		
2.4	Address		Postal Code
2.5	Email address		
2.6	Business / organisation name		
2.7	Are you making this complaint on behalf of some other organization or person?	Y	N
2.8	If yes, please name that organisation or person		

2.9	What is your relationship to that organisation or person?	
2.10	Are they aware that you are complaining on their behalf?	

**PART 3 – Description of your request / complaint**

3.1	Description of your request / complaint				
3.2	Reference: Additional Information		Details Attached	Y	N
			If not state location or reference		
3.2	Person or Persons Causing Complaint				
3.3	Are there evidence, facts or witnesses which can help in the investigation of your complaint		Y	N	
3.4	Have you already contacted the company and tried to resolve this issue		Y	N	
3.5	If yes, please advise who you contacted and why you were not satisfied with the offered solution				

**PART 4 – Resolution information**

4.1	Do you have a suggested outcome for resolution of your complaint			
4.2	Other comments (e.g. actions to take)			

## OFFICE USE ONLY

<b>Part 5 Complaints / Requests Tracking Information</b>										
<b>5.1</b>	<b>Complaint Handler / Responsibility Person</b>						Date Received			
<b>5.2</b>	<b>Complaint / Request Classification</b>									
	Quality	Health or Safety	Environmental	Labour Relations	Nuisance	Maintenance	Other Specify			
5.2.1	Other Details									
5.2.2	Referred to									
<b>5.3</b>	<b>NCR Raised</b>					NCR REF NO.				
<b>5.4</b>	<b>Complainant contacted for additional information</b>				Y	N	Date			
5.4.1	Reference: Additional Information				Details Attached		Y	N		
<b>5.5</b>	<b>Response Generated</b>									
5.5.1	Response Reference / Document Number									
<b>5.6</b>	<b>Respondent / Communicated by</b>					Date				
<b>5.7</b>	<b>Response Method</b>		Telephone	Fax	Email	Postal	Media	Personal	Other Specify	
5.7.1	Response Details / Reference Documents									
5.7.2	Complaint resolved / Complainant satisfied with outcome				Y	N	Unsure			
<b>6</b>	<b>Closed By</b>						Date			