

Sample Complaints and Follow up Actions Record

The Owners' Corporation of XXX Building

| No. | Details of Complaint | | | | Received by | Follow-up Actions | | Recorded by | Remark | |
|-----|----------------------|---------------------------|-------|-----------------|--|-------------------|-------------|--|--|------|
| | Date & Time | Particular of Complainant | | by ¹ | Particulars of Complaint | Name | Date & Time | Follow-up Action | | Name |
| | | Name / Flat No. | Phone | | | | | | | |
| 1 | | | | e.g.T | e.g. The light bulb at 5 / F burnt out | | | e.g. The light bulb at 5 / F was replaced immediately | | |
| 2 | | | | e.g.I | e.g. The lift No. 1 is out of order | | | e.g. Inspection was carried out at 3:00pm. The lift was not functioning. The lift maintenance contractor was informed accordingly. | e.g. The lift maintenance contractor completed the repair work at 3:20pm | |
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(Footnotes)

1 Telephone (T), Letter (L), Fax (F), In Person (I), or Others (O)