

# Incident & Complaint Log

Capture operational incidents and complaints with dates, people, facts, impact, evidence, response, escalation, root cause, and corrective action.

|                              |                                                                                                      |
|------------------------------|------------------------------------------------------------------------------------------------------|
| <b>FREE PDF RESOURCE</b>     | Free to view, download, print, and use internally as a general guide.                                |
| <b>PUBLIC FORMAT</b>         | Watermarked public edition. Editing, assembly, and extraction are disabled in compliant PDF readers. |
| <b>REUSABLE WORD VERSION</b> | Available when this resource relates to a paid RiskWise engagement.                                  |

## What this free resource includes

01 Intake and classification

02 Facts and evidence

03 Impact and response

04 Escalation and communication

05 Cause and corrective action

Use the working pages to collect facts, owners, evidence, and dates. Review tax, legal, security, licensing, employment, insurance, or regulatory decisions with the qualified professional appropriate to your facts.

## Work through Incident & Complaint Log

Record what is known, identify the source, assign an owner, and make missing information visible.

### Intake and classification

Purpose / facts / owner / evidence / date:

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|--|
|  |
|--|

### Facts and evidence

Purpose / facts / owner / evidence / date:

|  |
|--|
|  |
|--|

### Impact and response

Purpose / facts / owner / evidence / date:

|  |
|--|
|  |
|--|

## Finish the record and confirm the next step

Complete the remaining sections, then identify what needs review, approval, secure delivery, implementation, or follow-up.

### Escalation and communication

Purpose / facts / owner / evidence / date:

### Cause and corrective action

Purpose / facts / owner / evidence / date:

## Choose the support you need

|                        |          |                                                                                              |
|------------------------|----------|----------------------------------------------------------------------------------------------|
| FREE PDF               | Free     | Use this public edition as an internal reference or printed working guide.                   |
| REUSABLE WORD TEMPLATE | Included | An editable Word version is available when it supports a related paid engagement.            |
| CUSTOM WORK            | Scoped   | RiskWise can adapt, review, implement, document, or hand off the resource for your business. |

## Discuss a paid engagement

Call 702-421-1111 or email [sales@ezypz.com](mailto:sales@ezypz.com) and mention: Incident & Complaint Log

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