



**Feedback Log**

# \_\_\_\_\_  
Number of pages attached \_\_\_\_\_

**Feedback Form**

**Section 1 - Receipt of Feedback**

Originator _____	Date _____
Received By _____	Written Feedback Attached <input type="checkbox"/>
Short Description of the Feedback	
<input type="checkbox"/> Complaint resolved by CALA staff member?      Or <input type="checkbox"/> Passed to QC      Date _____	
Investigation assigned to _____	QC's Initials _____

**Section 2 - Investigation of Facts for Complaints - If this is a Compliment, go to Section 3**

Investigator _____		
Identification of organization against which complaint is levied _____		
Governing Reference _____ in <b>CALA QM</b> <input type="checkbox"/> or applicable standard <input type="checkbox"/>		
Has the complaint been substantiated?	Yes - <input type="checkbox"/>	No - <input type="checkbox"/> <i><b>NB: CALA must take some action if there are any "yes" responses.</b></i>
Is the credibility of the applicable CALA program affected?	Yes - <input type="checkbox"/>	No - <input type="checkbox"/>
Would the root cause/condition result in an "A" action?	Yes - <input type="checkbox"/>	No - <input type="checkbox"/>
<u>Suggested course of action</u>		
<input type="checkbox"/> Warning to the organization (object of complaint)	<input type="checkbox"/> Change in CALA Procedure	
<input type="checkbox"/> Accreditation/PT program sanction	<input type="checkbox"/> ICAR form originated	
<input type="checkbox"/> Other? _____	ICAR Number _____	
Investigator's Signature _____	Date _____	

**Section 3 - Action Taken (Completed whether or not complaint resolved by recipient of complaint)**

<b><u>Compliment</u></b>	
Date CEO was notified of compliment _____	Date compliment was published _____
<b><u>Complaint</u></b>	
Date the letter/warning to organization (object of complaint) was sent _____	
Date complainant was notified _____	
<b><u>Completion</u></b>	
Date feedback action was reviewed by QC _____	Final review level (position) _____
Initials of final level review _____	Date feedback action was closed _____