COMPLAINT TRACKER

| Comlpaint Number | Date | Shift | Internal/ External | Description of Events | Validity of Complaint |
|---------------------|-----------|-------|-----------------------|---|--------------------------|
| 1 | 1/24/2023 | 3 | Internal | Incorrect Call Type | Founded |
| 2 | 02/07/203 | 1 | Internal | Addressing Error/Mishandled call entry | Founded |
| 3 | 2/10/2023 | 1 | External | CFS not entered | Unfounded |
| 4 | 2/11/2023 | 1 | Internal | Delay in Service | Founded |
| 5 | 2/21/2023 | 1 | Internal | Addressing Error/Mishandled call entry | Founded |
| 6 | 3/13/2023 | 3 | External | CFS not entered | Unfounded |
| 7 | 3/4/2023 | 2 | Internal | Excessive Tardniness | Founded |
| 8 | 3/15/2023 | 1 | Internal | Addressing Error/Mishandled call entry | Founded |
| 9 | 4/8/2023 | 2 | Internal | Insubordination and Misconduct | Founded |
| 10 | 4/24/2023 | 2 | Internal | Inefficiiency on sick time | Founded |
| 11 | 5/19/2023 | 1 | Internal | Sleeping while on duty | Founded |
| 12 | 5/1/2023 | 2 | Internal | Calling out in conjunction with approved days off and RDO - no doctor's note | Founded |
| 13 | 2/23/2023 | 1 | Internal | Not calling in to advise she was going to be late on three different occassions | Founded |
| 14 | 6/21/2023 | 2 | Internal | Breaking SolaCom Keypad | Founded |
| 15 | 6/25/2023 | 2 | Internal | CFS not entered | Founded |
| 16 | 7/7/2023 | 1 | Internal | Excessive Sick Leave | Founded |
| 17 | 7/11/2023 | 1 | Internal | Violation of SOP 17-03 | Founded |
| 18 | 7/11/2023 | 2 | Internal | Mallicious Behavior | Founded |
| 19 | 8/8/2023 | 1 | Internal | Mallicious Behavior | Founded |

COMPLAINT TRACKER

| 20 | 8/15/2023 | 3 | Internal | CFS NOT ENTERED | FOUNDED |
|----|------------|---|----------|--|---------|
| 21 | 8/15/2023 | 2 | External | Rude to caller | Founded |
| 22 | 8/15/2023 | 1 | Internal | Tardies | Founded |
| 23 | 9/16/2023 | 1 | Internal | Violation of SOP 17-03 | Founded |
| 24 | 9/26/2023 | 1 | Internal | Inefficiency | Founded |
| 25 | 8/16/2023 | 2 | Internal | Atendance Issues | Founded |
| 26 | 11/7/2023 | 1 | External | Rude to caller | Founded |
| 27 | 11/11/2023 | 1 | External | Harsh Tone and Verbiage Used on radio | Founded |
| 28 | 11/28/2023 | 3 | Internal | Misconduct | Founded |
| | | | | Total 27 Founded 25 Unfounded 2 | |
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