**Complaint report #{d.id}**

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| --- | --- | --- |
| Logged: {d.reportedOn} | Created by: {d.createdBy} | Status: {d.status} |
| Last updated: {d.updatedOn} | Officer assigned: {d**.**officerAssigned} | {d.outcome.authorization.value:ifEM:hideBegin}Authorization: {d.outcome.authorization.value}{d.outcome.authorization.value:hideEnd} |

{d.hasLinkedComplaints:ifEQ(true):showBegin}

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| Linked complaint(s) |  |
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|  | |
| {d.linkedComplaints[i].id}, {d.linkedComplaints[i].agency}, {d.linkedComplaints[i].complaintTypeDescription}, {d.linkedComplaints[i].natureOfComplaint}{d.linkedComplaints[i].violationType}{d.linkedComplaints[i].girType} | |
| {d.linkedComplaints[i+1].id}, {d.linkedComplaints[i+1].agency}, {d.linkedComplaints[i+1].complaintTypeDescription}, {d.linkedComplaints[i+1].natureOfComplaint}{d.linkedComplaints[i+1].violationType}{d.linkedComplaints[i+1].girType} | |

{d.hasLinkedComplaints:showEnd}

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| --- | --- |
| Call details |  |
| Incident date/time | {d.incidentDateTime} |
| Method complaint was received | {d.complaintMethodReceivedCode} |
| Violation type | {d.violationType} |
| Violation in progress | {d.inProgress} |
| Violation observed | {d.wasObserved} |
| Location/address | {d.location} |
| Latitude, longitude | {d.latitude:ifNE(0):showBegin}{d.latitude}, {d.longitude}{d.latitude:ifNE(0):showEnd} |
| Park | {d.park.name} |
| Community, zone, region | {d.community}, {d.zone}, {d.region} |
| Location description | {d.locationDescription} |
| Complaint description | {d.description} |
| Subject of complaint/ witness details | {d.details} |

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| Caller information | |
| Privacy requested {d.privacy[i]} | {d.privacy[i].value} |
| Privacy requested {d.privacy[i+1]} | {d.privacy[i+1].value} |
| Name | {d.name} |
| Primary phone | {d.phone1} |
| Alternate phone 1 | {d.phone2} |
| Alternate phone 2 | {d.phone3} |
| Address | {d.address} |
| Email | {d.email} |
| Organization reporting the complaint | {d.reportedBy} |

{d.updates[i].updateType:ifEQ(UPDATE):showBegin}

|  |  |
| --- | --- |
| Update #{d.updates[i].sequenceId}, complaint details update: {d.updates[i].updateOn} | |
| Description | {d.updates[i].description} |
| Location summary | {d.updates[i].location.summary} |
| Location Details | {d.updates[i].location.details} |
| Latitude, longitude | {d.updates[i].location.latitude:ifNEM():showBegin}{d.updates[i].location.latitude}, {d.updates[i].location.longitude}{d.updates[i].location.latitude:ifNEM():showEnd} |
| Name | {d.updates[i].caller.name} |
| Primary phone | {d.updates[i].caller.primaryPhone} |
| Alternative phone 1 | {d.updates[i].caller.alternativePhone1} |
| Alternative phone 2 | {d.updates[i].caller.alternativePhone2} |
| Address | {d.updates[i].caller.address} |
| Email | {d.updates[i].caller.email} |
| Organization reporting the complaint | {d.updates[i].caller.organizationReportingComplaint} |

{d.updates[i].updateType:showEnd}{d.updates[i].updateType:ifEQ(REFERRAL):showBegin}

|  |  |
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| Update #{d.updates[i].sequenceId}, complaint referred: {d.updates[i].updateOn} by {d.updates[i].referral.referredBy.firstName} {d.updates[i].referral.referredBy.lastName} | |
| Previous agency | {d.updates[i].referral.previousAgency} |
| New lead agency | {d.updates[i].referral.newAgency} |
| Reason for referral | {d.updates[i].referral.referralReason} |

{d.updates[i].updateType:showEnd}{d.updates[i].updateType:ifEQ(ACTIONTAKEN):showBegin}

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| --- | --- |
| Update #{d.updates[i].sequenceId}, call center action: {d.updates[i].updateOn} | |
| Details | {d.updates[i].actionTaken.actionDetailsTxt} |
| Logged by | {d.updates[i].actionTaken.loggedByTxt} |

{d.updates[i].updateType:showEnd}{d.updates[i+1].sequenceId}

{d.hasComplaintAttachments:ifEQ(true):showBegin}

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| Complainant attachment(s) | |
|  | |
|  | |
| {d.cAtts[i].fileType} | {d.cAtts[i].name} |
| {d.cAtts[i+1].fileType} | {d.cAtts[i+1].name} |

{d.hasComplaintAttachments:showEnd}

**Outcome report**

|  |  |
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| **Decision** | |
| WDR schedule/IPM sector type | {d.outcome.decision.scheduleLongDescription} |
| Authorization category {d.authCat[i]} | {d.authCat[i].value} |
| Authorization category {d.authCat[i]+1} | {d.authCat[i+1].value} |
| Sector | {d.outcome.decision.sectorLongDescription} |
| Discharge type | {d.outcome.decision.dischargeLongDescription} |
| Action taken | {d.outcome.decision.actionTakenLongDescription} |
| Lead agency {d.agency[i]} | {d.agency[i].value} |
| Lead agency {d.agency[i+1]} | {d.agency[i+1].value} |
| NRIS Inspection number{d.inspection[i]} | {d.inspection[i].value} |
| NRIS Inspection number{d.inspection[i+1]} | {d.inspection[i+1].value} |
| Non-compliance decision matrix | {d.outcome.decision.nonComplianceLongDescription} |
| Rationale | {d.outcome.decision.rationale} |
| Date action taken | {d.outcome.decision.actionTakenDate} |

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| **Additional note #{d.outcome.notes[i].order}** | |
| Created by | {d.outcome.notes[i].actions[0].actor} |
| Date logged | {d.outcome.notes[i].actions[0].date} |
| Note | {d.outcome.notes[i].note} |

{d.outcome.notes[i+1].order}{d.hasOutcomeAttachments:ifEQ(true):showBegin}

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| Outcome attachment(s) | |
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|  | |
| {d.oAtts[i].fileType} | {d.oAtts[i].name} |
| {d.oAtts[i+1].fileType} | {d.oAtts[i+1].name} |

{d.hasOutcomeAttachments:showEnd}