**General incident 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.referenceNumber:ifEM:hideBegin}COORS number: {d.referenceNumber}{d.referenceNumber:hideEnd} |

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| Call details |  |
| Incident date/time | {d.incidentDateTime} |
| Method complaint was received | {d.complaintMethodReceivedCode} |
| General incident type | {d. generalIncidentType} |
| 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, office, zone, region | {d.community}, {d.office}, {d.zone}, {d.region} |
| Location description | {d.locationDescription} |
| Complaint description | {d.description} |

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| --- | --- |
| Caller information | |
| 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}

|  |  |
| --- | --- |
| 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}

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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}