

Grievance-to-Work-Order Loop

Every pest grievance should close a loop: it is received, it becomes a work order, someone responds, someone checks the result, and the grievance is answered. This template keeps that loop on one page, one row per grievance, so the records that answer the [eight questions](#) already exist before anyone asks for them.

The loop

1. Receive A pest complaint arrives by grievance, kite, sick call, officer observation, or inspection. Record: Grievance or log entry, dated, with the location and the pest reported ANSWERS QUESTIONS 1, 2	2. Work order The complaint becomes a work order the same day, with a number that points back to the grievance. Record: Work order number, date, location, pest ANSWERS QUESTION 3	3. Respond Staff or the pest control provider responds at that location, and the affected person is moved if needed. Record: Service record: who, license, findings, products and EPA registration numbers, amounts, devices; movement log ANSWERS QUESTIONS 4, 5, 6	4. Verify Someone goes back and checks whether it worked. Record: Dated follow-up with a result ANSWERS QUESTION 7	5. Close The grievance is answered after the work, and the answer matches the record. Record: Grievance response, dated, citing the work order ANSWERS QUESTION 8
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Where the loop usually breaks

1. The complaint never becomes a work order.
2. The service visit records no location, so it cannot be matched to the complaint.
3. The treatment has no follow-up check.
4. The grievance closes with no date, or with no record of what was done.
5. The grievance is answered before the work was done.

Pest grievance log

Facility / housing area		Log period				Kept by			
Grievance or kite no. date and time received	Location and pest reported unit, cell, or area	Received by, sent to names and date	Work order no. date opened	Responded by staff or vendor; license no.	Found, and applied or installed product, EPA Reg. No., amount; devices	Person moved? Y / N; where logged	Follow-up date and result	Answer to grievant date	Answer matches work record? Y / N