



**CUSTOMER COMPLAINTS FORM**

Date		Ref Number	
Name of Client			
Complaint made by			
Complaint taken by			
Who is the complaint made about			
Details of complaint			
Action taken			
Conclusion			
Director informed		If so who	
Any other information			
Has the Client been informed of the outcome			
Statement by person complaint is made about if required			

Statement by manager dealing with the complaint	
---	--

Signed complete by Branch Manager	
-----------------------------------	--

Once this report is completed send a copy to Paul Church. Keep a copy on the persons file and update client's reference file.

Conclusion	
Directors comments	
Name of director	

BACKLINE