



# BACKLINE

LOGISTICS | RECRUITMENT | TRAINING

## 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			
<b>Statement by person complaint is made about if required</b>			

<b>Statement by manager dealing with the complaint</b>	
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Signed complete by Branch Manager	
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### Footnote

Complete via PC wherever possible. Print a copy so the statement from the person the complaint has been made, can then sign.



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Once this report is completed send a copy to Paul Church. Keep a copy on the persons file and update client's reference cards & T cards where applicable.

Conclusion	
Chief Operating Officer comments	
Name of COO	

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