



Complaint Form

Complaint Reference:		Date Complaint Received:	
Date first contacted customer regarding complaint:		Date Complaint Closed:	
Complainant Name:			
Address:			
Daytime Telephone Number:			
Mobile:			
Email address:			

Company Representative recording complaint:	
Nature of Complaint:	
Is the customer without heating and/or hot water?	
Immediate action requested by complainant:	
Has complainant been contacted within 7 working days and an agreed course of action agreed? If not, why not?	
Actions taken to resolve complaint:	
Is complainant satisfied with result? <small>(if documentation is available to confirm this, keep in Complaints Folder)</small>	
Further/Preventive action required: <small>(Transfer to Corrective and Preventive Action Record)</small>	
Complaint Closed by:	
Date Closed:	