

Complaint Form

Complaint Reference:		Date Complaint Received:	
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? (if documentation is available to confirm this, keep in Complaints Folder):			
Further/Preventive action required (Transfer to Corrective and Preventive Action Record):			
Complaint Closed by:			
Date Closed:			