**Complaint / Concern Form**

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| **DETAILS OF THE COMPLAINT** |
| **Complaint ref:** |       |
| **Date complaint** **received:** |       |
| **Member of staff that****received the complaint:** |  |
| **Name of complainant:** |       |
| **Company name:** |       |
| **Address:** |       |
| **Tel:** |       |
| **E-mail:** |       |
| **Nature of complaint:** |
|  |
| **DETAILS OF THE INVESTIGATION** |
| **Date complaint handed over to the investigator:** |       |
| **Member of staff responsible for investigating the complaint:** |  |
| **Details of the investigation process and approach:** |
|  |
| **Date letter sent to the company confirming complaint is being investigated:** |       |
| **OUTCOME OF THE COMPLAINT INVESTIGATION** |
| **Summary of the findings following the complaint investigation:** |
|       |
| **Root cause of complaint:** |
|       |
| **Action to be taken to prevent complaint happening again:** |
|       |
| **By whom:** |  | **By when:** |       |
| **Action taken with the customer to confirm findings of the investigation and to agree action and next steps:** |
|       |
| **Complaint status:** | Resolved [ ]  | Unresolved [ ]  | UnresolvedClosed [ ]  |
| **Complaint Investigator****Signature:** | **Date:**  |