**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 | Unresolved  Closed |
| **Complaint Investigator**  **Signature:** | | | **Date:** | |