|  |  |  |  |
| --- | --- | --- | --- |
| **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?** (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:** |  |