CUSTOMER COMPLAINT REPORT

This form should be used on receipt of a complaint and immediately passed to your Dealership complaints manager / investigator.

Dealership:	
Customer Name:	
Registration Number:	
Customer Contact Details (telephone number / email address etc.):	

How the complaint was made? *(Phone/email/letter/in person etc):*

Reason for the complaint (provide full details using additional sheets if necessary):

Any other relevant information

Please make notes of any actions taken so far, or other relevant information then pass this sheet - together with relevant supporting documents - to the Complaints Manager/Investigator.

Staff Signature:		Date:	
Print Name:		Date:	
Complaints Manager Signature:		Date:	
Print Name:		Date:	

Actions Taken/Final Outcome

(Please give a summary of actions/correspondence, complete the General Complaints Log, then file this report both on the customer's file and with the General Complaints Log.)

Signature:	Date:

Please provide all relevant documents to the complaint investigation with this report.