GENERAL COMPLAINTS LOG

Keeping a simple complaints log will ensure complaints are dealt with swiftly, and changes to practice are recommended as appropriate. It will also enable you or your customer service department to monitor trends.

O/W = Oral / Written
Redress – A (apology) £ (amount)

A, O, F = Acknowledgement/Ongoing/Final

J - Complaint considered justified? (Y/N)

No.	Date Received	O/W	A	Customer Name & Reg No	Reason For Complaint	J	Redress (A / £)	How Resolved	Date Resolved	RFC* No. (if raised)

**RFC – Recommendation Following Complaint*