

# RECOMMENDATION FOLLOWING COMPLAINT (RFC)

Staff can use the RFC to recommend improvements to service following, or in anticipation of, complaints.



RFC No:

Customer Name & Reg No:

Complaint date:

Summary of complaint (see file correspondence for detail):

Recommendation/s to prevent or reduce future complaints:

Referred to: \_\_\_\_\_ Date: \_\_\_\_\_

Submitted by: \_\_\_\_\_

**Outcome:**

Reviewed on (date): \_\_\_\_\_

Reviewed by: \_\_\_\_\_

**Action:**

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