

Forms For A Complaint Resolution Process

This is a paper form based system but the information could be stored as an online form.

The Customer Complaint Form is to be filled out by the customer service team member accepting the complaint.

The form should be attached to a copy to the Complaint Resolution Form and passed to the person responsible for pursuing the matter. These two documents are cross referenced in case of separation.

The problem categories should be printed on the reverse of the Resolution form. The list can be modified to suit particular businesses.

CUSTOMER COMPLAINT FORM						#xxxx
Date:		Accepted By:				
Originating Location:						
Delivered By (check)	Phone	Email	Internet	In person	Mail	Other
CUSTOMER INFORMATION						
Name:						
Address:						
City:				Post Code:		
Preferred Contact Method (phone, fax, email etc.)		Details:				
PRODUCT INFORMATION						
Number/Description:						
Quantity		Order #		Invoice #		
PROBLEM DESCRIPTION						
Does customer have a preferred solution? (Y?N):						
What is it?						
Is any documentation attached? (list)						

COMPLAINT RESOLUTION FORM		
For Complaint #		
Person Responsible For Determination Of Cause:		
Root Cause: (Select a number from back of form and provide any necessary additional information here.)		
What Steps Should Be Considered To Avoid A Repeat Of The Problem?		
RESOLUTION AUDIT		
Task:	Completed By:	Date:
Complaint acknowledged to complainant		
Complaint assessed		
Complaint investigated		
Complaint resolved		
Information to complainant		
Complainant satisfied		
Complaint closed		

EXAMPLES OF PROBLEM CATEGORIES

Create a list relevant to your business and print on back of the COMPLAINT RESOLUTION FORM.

1. Product / Order Mismatch
2. Product Delivery
3. Invoicing
4. Guarantee
5. Service Provision
6. Behaviour Of Employee
7. Product Defective
8. Product Damaged
9. Product Support Information Incorrect
10. Product Support Information Inadequate
11. Payment Arrangements
12. Price
13. Contract Related Problem
14. Level Of Compensation Offered
15. Undue Delay In Dealing With A Complaint
16. Other Type Of Problem