Complaints procedure

All complaints are dealt with directly by XXXXX. They are recorded and dealt with accordingly. Where a complaint is justified suitable recompense will be made

It is important that all complaint records are kept and that the actions to resolve the issue with the customer are recorded. Also, to reduce the potential for repeat complaints.

Please complete below when dealing with any complaints.

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| --- | --- | --- | --- | --- |
| **Date** | **Customer Name** | **Customer Contact Number** | **Complaint** | **Followed Up By** |
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