[Company name]

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Customer Complaint Log

A single register for every complaint received, with an investigation record and a period summary. Keep one log per period and review open cases at least once a week.

Log period: [Start date of this log period] to [End date of this log period]

Log owner: _____ **Review meeting:** _____

Complaint register Record each complaint on the day it is received, in the customer's own words where possible. Use one row per complaint. Do not close a row until the customer has been told the outcome.

Ref.	Date received	Customer name	Channel	Category	Complaint in brief	Severity	Owner	Status	Date closed

Investigation and follow-up log Use this section to record what was checked, what was found, and every contact with the customer about a complaint. Quote the complaint reference from the register on every line.

Ref.	Date	Action taken or evidence checked	Done by	Outcome or next step

[Company name]

Period summary Complete this block at the end of the log period. Count from the register above, not from memory.

Complaints received: _____ **Complaints resolved:** _____

Complaints still open: _____ **Complaints overdue against the target response time:** _____

Most frequent category: _____ **Main action to prevent recurrence:** _____

Close-out A complaint is closed only when the agreed resolution has been delivered, the customer has been informed, and any follow-up promise has a named owner and a date. Complaints that remain open at the end of the period are carried forward to the next log with the same reference.

Prepared by: _____ **Checked by:** _____ **Date checked:** _____