[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

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.

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