



COP 21A.

Serious Complaints Procedure.

The following procedure / record will be adopted / maintained when a informal / formal complaint from a customer is advised to the company either in writing or verbally.

Date: _____ Time: _____

From Whom: _____ (Name)
_____ (Company)
_____ Address
_____ Tel No: _____

Complaint Recorded (ByWhom) _____.

Description of Error /Complaint. (Continue on reverse side as necessary)

Post person Responsible: _____
Report Requested: Yes _____ No: _____.

Action Taken. (Description.)

Resolved (Date) _____

Unresolved: (Date) _____

Passed to Complaints / Commendation Manager: (Date) _____