

Customer complaint form

Use this form to record details of complaints. You can print it out or edit it on your computer or smartphone. Keep these records to help you know how to handle future complaints — and spot any recurring issues.

Customer name						
Address						
Preferred contact number						
Email						
Date of complaint						
Who took complaint details						
Who will handle complaint						
Describe product/service						
Describe problem/fault						
What customer wants <ul style="list-style-type: none"> • Tick requested remedy • Extra details? 	<input type="checkbox"/>	Refund	<input type="checkbox"/>	Repair	<input type="checkbox"/>	Replacement
Agreed solution <ul style="list-style-type: none"> • Tick requested remedy • Extra details, eg action required by business 	<input type="checkbox"/>	Refund	<input type="checkbox"/>	Repair	<input type="checkbox"/>	Replacement
Complaint resolved						

For more, see [Consumer Protection's Business guidance](#) section