

Complaints Resolution Form

Complaint received by:	Ref No.:
	Date:

Complaint received from:						
Organisation:			Position:			
Address:			Tel:			
Email:			Fax No.:			
Full description of complaint:						
Classification?*	Critical		Major		Minor	

*Classification: Critical – A problem that results in the complete failure of the product or service.
 Major – A problem that results in the failure of an important feature of the product or service.
 Minor – A problem that degrades the performance of the product or service, without actual failure of a feature.

Received by:				Date:		
Action:						
C.A.R. raised?	Yes	No	C.A.R. NO:			

Method of Feedback to Complainant (circle):			
Telephone	Email	Written	Other:

VERIFICATION BY COMPANY DIRECTOR

Signed:	Date: