[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Add or remove table rows to fit your needs. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

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	[Full name and job title of the log owner]
Review meeting	[Day and time of the weekly 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

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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.

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Complaints received	
Complaints resolved	
Complaints still open	
Complaints overdue against the target response time	
Most frequent category	[Most frequent complaint category this period]
Main action to prevent recurrence	[Main preventive action agreed at the review meeting]

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	[Full name and job title of the person who prepared this log]
Checked by	[Full name and job title of the person who checked this log]
Date checked	[Date this log was checked]