Ashford Business Services Ltd

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	9 November 2026 to 9 November 2026
Log owner	Sarah Mitchell
Review meeting	10:30 am

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.

Complaints received	
Complaints resolved	
Complaints still open	
Complaints overdue against the target response time	
Most frequent category	November 2026
Main action to prevent recurrence	Main preventive action agreed at the review meeting as agreed at the 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.

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Prepared by	James Patel
Checked by	James Patel
Date checked	9 November 2026