**[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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[Company name]

## 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 |
|---|---|---|---|---|
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## 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** | [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.

# [Company name]

| | |
|---|---|
| **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] |