

# Service Complaint Form

<b>Client/Customer</b>			
<b>Address</b>			
<b>Property Address</b>			
<b>Date</b>			
<b>Telephone (H)</b>		<b>Telephone (B)</b>	
<b>E-mail</b>		<b>Mobile</b>	
<b>Team Member</b>			

<b>1.</b>	<b>According to the Client/Customer, which Customer Service Standard has been breached?</b>
<b>2.</b>	<b>What is the Team member's response to this?</b>
<b>3.</b>	<b>Why did this complaint occur?</b>
<b>4.</b>	<b>What action is being taken to ensure that this sort of complaint never happens again?</b>
<b>5.</b>	<b>What are the results of any action taken?</b>
<b>6.</b>	<b>Review date of action taken ____/____/____</b>

Signatures:

Department Manager \_\_\_\_\_

Date: \_\_\_\_\_

Team Member: \_\_\_\_\_

Date: \_\_\_\_\_