Complaints register template

This complaints register can be used as a template. Add and edit it to suit your organisation’s needs

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| --- | --- | --- | --- | --- |
| Complaints register [Reserve Name, Reserve#] | | | | |
| Date complaint received: | Received by: | | | Reference Number: |
| Complainant details: |  | |  | |
| Name: | Phone: | | Address: | |
| Details of complaint *(description, include as many details as relevant)* | | | | |
| Status *(tick as actioned)* | Date actioned | Notes *(include actions taken, outcome, correspondence, further action)* | | |
| □ Being investigated |  |  | | |
| □ Resolution proposed |  |  | | |
| □ Resolved |  |  | | |
| □ Unresolved |  |  | | |
| □ Referred to other |  |  | | |
| □ Other action |  |  | | |