

Appendix i – Complaint Management Form

Yorkshire Hot Tubs Complaint Form

Date:	Information taken by:
-------	-----------------------

Customer details	
Name:	
Address:	
Telephone:	Mobile:
Email:	

Details of the complaint	
Name of sales adviser:	Date of sale:

Complaint relates to: (please tick and expand the details)	
Sales	<input type="checkbox"/>
Service	<input type="checkbox"/>
Product	<input type="checkbox"/>
Other (describe):	<input type="checkbox"/>

Initial investigation details

Recommended actions

Recommended solution

Communication History (Dates)			
Summary Resolution Letter:			
Acknowledgement Letter:			
4 Week Holding Letter:			
Continuation Letters:			
Final Response Letter:			

Summary Resolution Letter:			
Acknowledgement Letter:			
4 Week Holding Letter:			
Continuation Letters:			
Final Response Letter:			

Summary and recommendations		
<p>Remember: if the complaint relates to the loan agreement's terms & conditions or any action the lender has taken, then you must advise the lender of the details.</p>		
<table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">Date:</td> <td>Signature:</td> </tr> </table>	Date:	Signature:
Date:	Signature:	