

TO BE COMPLETED FOLLOWING EACH STAGE OF A COMPLAINT

Action Plan of Service Improvements Following a Complaint

Ref no.		Name of responding manager:	
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Date of complaint		What stage was the complaint:	
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Brief description of the complaint:

What outcome did the complainant want:

Was the complaint: Please indicate by highlighting in **bold** if emailing or circling if posted

Upheld	Partly Upheld	Not Upheld	Not Pursued
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(do you agree, partly agreed or disagreed with what the customer said had happened or not happened. The complaint will only be not pursued, if the customer decided they no longer had a complaint before any work you completed)

What action has been taken to resolve this complaint:

Date Action completed / to be completed	
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Action completed by whom	
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Service Manager

What should we do to change/improve the service to prevent a similar complaint ?

Is there an action in the service plan to address this issue ?	
Yes	describe
No	suggestion