



Complaint template 2

Complaint log

Complaint Ref. No.	Customer Name	Customer Ref. No.	Person handling complaint	Date Received	Date Acknowledged	Product Type	Complaint category (see below)	Details of Complaint	Action Taken	Target Resolution date	Actual resolution Date

Complaint category

- A. Overcharging or incorrect charges
- B. Delay
- C. Other administrative error
- D. Unsuitable or misleading advice
- E. Failure to carry out instructions

- F. Poor customer service
- G. Misleading advertising / product information
- H. Disputes over sums / amounts payable
- I. Switching / churning
- J.