**[Your Company Letterhead]**

**Date: [Current Date]**

**Complaint Information:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Complaint ID** | **Date Received** | **Time Received** | **Received By (Name/Dept)** |
|  |  |  |  |
|  |  |  |  |

**Complainant Information:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Full Name:** |  | | |
| **Contact Number:** |  | **Email Address:** |  |
| **Address:** | City, State, ZIP Code | | |

**Complaint Details:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Complaint Category:** | [ ] Product Issue | [ ] Service Issue | | [ ] Billing Issue | | [ ] Other: |
| Description of Complaint: |  | | | | | |
|  | | | | | |
|  | | | | | |
| **Date of Incident:** |  | | Location of Incident: (if applicable) | |  | |

**Action Taken:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Action Taken** | **By Whom** | **Outcome** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Follow-up Information:**

|  |  |  |
| --- | --- | --- |
| Follow-up Date: |  |  |
| Follow-up Action: |  | |

**Resolution:**

|  |  |  |
| --- | --- | --- |
| Resolved Date: |  |  |
| Resolution Details: |  | |
|  | |

**Customer Satisfaction:**

|  |  |  |
| --- | --- | --- |
| Customer Satisfaction: | [ ] Yes | [ ]No |
| Additional Comment: |  | |
|  | |

**Handled By:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** |  | **Department:** |  |
| **Signature:** |  | **Date:** |  |

**Complaint Log Summary:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Complaint ID** | **Date Received** | **Category** | **Status** | **Resolved Date** | **Comments** |
|  |  |  | **[ ]Open** |  |  |
|  |  |  | **[ ]Closed** |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Additional Notes:**

|  |
| --- |
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