

Complaint log template

Log Ref	Client name/ contact details	Date complaint was made	How was complaint made	Description of complaint	Person dealing with complaint	Person(s) complained about	Business Category	status (open-resolved)	Outcome/ Actions taken	Any issues outstanding	close date	Resolved First Tier?	Signposted SLCC	Complainant Feedback
1	Mr X, 234 Quality Street QW23 9UY	01/06/2017	Email	Undue delay in concluding missives; failing to respond to telephone calls/emails timeously	CRM	A. Practitioner	Conveyancing	Resolved	Agreed that communication could have been better. Fully advised why missives are taking long to conclude. Apology given along with restricted fee note.	Feedback form to be issued once work has been completed	23/06/2017	Yes	N/A	Not sent yet
2	Mrs Q, 123 Lime Crescent UP34 1JK	05/06/2017	Telephone	Unhappy with level of fees. States that feeing arrangements were not made clear.	CRM	B. Practitioner	Family	Unresolved	Letter sent offering a meeting to explain fee note/breakdown of fees/options for taxation etc. Complainer not happy that we will not reduce fee note.	N/A	12/06/2017	No	Yes	Not received