



## TLC Home Group

### Complaint Form

<b>Complaint Reference:</b>		<b>Date Complaint Received:</b>	
<b>Date first contacted customer regarding complaint:</b>		<b>Date Complaint Closed:</b>	
<b>Complainant Name:</b>			
<b>Address:</b>			
<b>Daytime Telephone Number:</b>			
<b>Mobile:</b>			
<b>Email address:</b>			

<b>Company Representative recording complaint:</b>	
<b>Nature of Complaint:</b>	
<b>Is the customer without heating and/or hot water?</b>	
<b>Immediate action requested by complainant:</b>	
<b>Has complainant been contacted within 7 working days and an agreed course of action agreed? If not, why not?</b>	
<b>Actions taken to resolve complaint:</b>	
<b>Is complainant satisfied with result?</b> <i>(if documentation is available to confirm this, keep in Complaints Folder)</i>	
<b>Further/Preventive action required:</b> <i>(Transfer to Corrective and Preventive Action Record)</i>	
<b>Complaint Closed by:</b>	
<b>Date Closed:</b>	