

# Customer Complaints Action and Tracking Form



Complaint number	Allocated to
Date complaint received	Site

## Action in dealing with the complaint

Name of complainant	Tick as appropriate	Date	Documentary evidence attached
1. Interviewed the complainant	<input type="radio"/>		<input type="radio"/>
2. Interviewed other parties (as appropriate)	<input type="radio"/>		<input type="radio"/>
a) Students	<input type="radio"/>		<input type="radio"/>
b) Staff	<input type="radio"/>		<input type="radio"/>
c) Other relevant parties	<input type="radio"/>		<input type="radio"/>
3. Discussed response with the complainant	<input type="radio"/>		<input type="radio"/>
4. Written response sent to the complainant	<input type="radio"/>		<input type="radio"/>
5. Written summary of the above with recommendations or conclusions	<input type="radio"/>		<input type="radio"/>
6. Summary of discussions sent with documentary evidence of action			
a) QA manager	<input type="radio"/>		<input type="radio"/>
b) Other parties (as appropriate)	<input type="radio"/>		<input type="radio"/>

## Comments Include outcome of whether complaint is closed or being taken further

## Quality improvements recommended (please give brief details)

Name (print)	Date
Signature	

**IMPORTANT NOTE** - This Action and Tracking Form should stand up to an audit trail (ie backed up by the appropriate documentation). Keep a copy of this form and your summary for reference.

Please send completed form and all supporting documents to the CCC Manager, Openshaw Campus, Ashton Old Road, Openshaw, Manchester M11 2WH.