

Customer complaint / case record

Record the customer’s report and requested outcome. Assign one case owner, note the next update date and keep a record of the response.

Complaint ref. / received date	Case owner / channel
Customer / preferred contact	Order / service reference

CUSTOMER’S REPORT What happened / when: Evidence reference:	OUTCOME REQUESTED What the customer would like: Next update due: _____
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Contact / action history

Date	Contact / action / reference	Next step / owner

Team findings / response recorded

Findings / response sent / action agreed / evidence reference

CASE STATUS ☐ Open ☐ Waiting ☐ Resolved ☐ Escalated

Closure / escalation date	Final response ref. / next owner
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