



9001 - Complaint Form

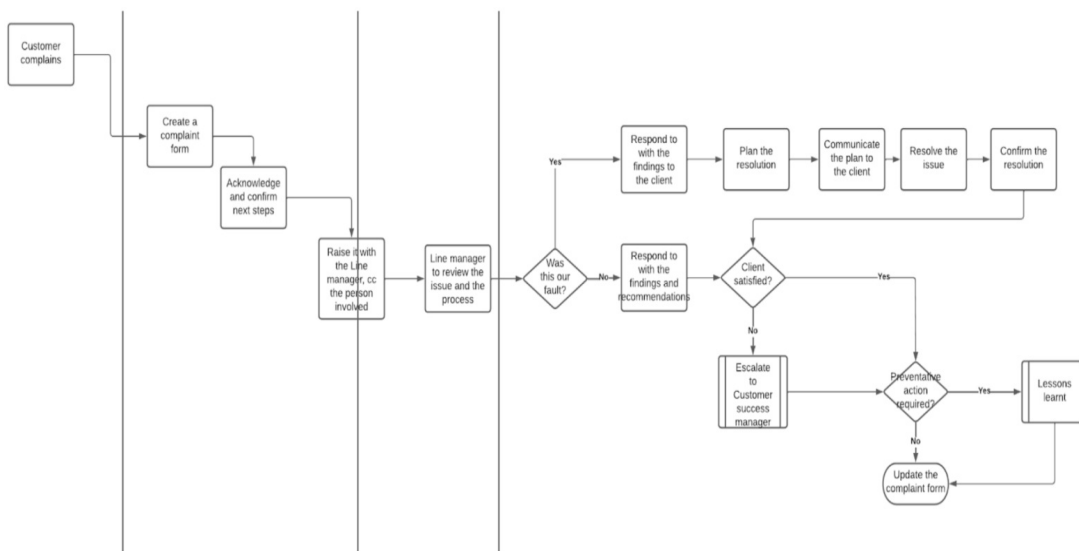
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Overview

This is a form and a process which will allow you to track and manage client complaints successfully.

A complaint is when a customer brings a problem to the organisation's attention and expects some redress, probably over and above simply supplying the original product or service that was the cause of the complaint.

Additionally, a complaint is an opportunity to improve our product and services. So, it is a positive activity.



Additional features

The process assumes that there will be the following roles involved:

Snr Managers - made aware of complaints

Customer Success Manager - made aware of complaints and follow up, if required

Line Managers - actively working on complaint resolution

Team members - actively working with Line managers on complaint resolution

The complaint is not closed until the line manager and the team member(s) have completed the review and made steps to redress the situation. It is also linked to a lessons learnt process.

How to edit existing forms

For more information on editing sections within an infocapture form please take a look through our [beginner guides](#) and [this useful article](#) to help guide you.

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