

Record Sheet 52 - Record of Complaints Received

Notes:

1. This form must be completed when a complaint is received from any interested party such as a buyer, neighbour, consumer or Trading Standards Officer (TSO).
2. The complaint must be investigated and the appropriate action taken to prevent a reoccurrence.
3. The complainant must be notified of the results of the investigation.
4. This record must be made available to the inspector at an inspection.

Details

Date complaint made:		Staff receiving complaint:	
Complaint against:			
Name of complainant:			
Address of complainant:			
Complainant's tel/fax/email:			
Method of complaint:			

Nature of the Complaint

Actions taken to prevent reoccurrence

Date	Action

Response to Complainant

Conclusion

Investigation signed off by:		Date:	
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