

[company logo]  
[company name]

## CUSTOMER COMPLAINT REPORT

[company logo]  
[company name]

## Customer complaint report summary

Complaint no.			
2020_1			
2020_2			
2020_3			
2020_4			
2020_5			
2020_6			
2020_7			
2020_8			
2020_9			
2020_10			
2020_11			
2020_12			
2020_13			
2020_14			
2020_15			

[company logo]  
[company name]

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[company logo]  
[company name]

<b>Complaint submitted by:</b>	[name and function]	<b>Complaint date:</b>	
<b>Complaint recipient:</b>	[name and function]	[complaint date]	
<b>Customer complaint report no. 2020_1</b>			
<b>Complaint description</b>			
[Enter all information relevant to customer complaint]			
<b>Business impact</b>			
[Describe how business was impacted including customers that were affected]			
<b>Complaint resolution</b>			
Complaint follow up:			
[Enter actions taken to resolve complaint]			
<b>Resolution</b>			
[Enter final step to complete resolution]			
<b>Complaint resolved by:</b>	[Enter resolution user responsible to resolve complaint]		
<b>Timing</b>			
Time taken after complaint received		[dd.mm.yyyy]	[hh:mm]
Time taken to complete resolution		[dd.mm.yyyy]	[hh:mm]
<b>Resolution</b>			
[Enter any other relevant information]			
<b>Improvement measures defined</b>			
[Enter all improvement measures that came out of this complaint]			

[Job title]  
[Name]

\_\_\_\_\_  
[Signature]

[Company logo]  
[Company name]  
[Company address]

[Customer name]  
[Customer address]  
[Customer responsible person]

Dear Mr./Ms. [customer responsible person],

After receiving your complaint (our reference number [complaint number]), we would like to thank you for the effort of sending us a your feedback, which we value very much.

We would like to take this opportunity and apologize for the inconvenience caused.

To gain common understanding, here is how we understood your feedback:

[enter summary of details from customer complaint].

After we received your complaint, the following actions were carried out:

[enter all actions taken]

Once again, we would like to thank you for reporting about the [complaint subject], which we will use to make improvements inside our own organization, as well as in our services. Also, we would like to encourage you to contact us, through Business Relationship

Manager [name] in the future should you have any further complaints or reports regarding our services or our organization in general.

For any other inquiries, we remain at your disposal.

Kind Regards,

[Name]

[Job title]

## Usage instructions

Using "Report" mode.
1. Select the "Report" mode by clicking on the "Report" button in the top right corner of the screen.
2. The report will be generated for a new user. Copy the report to a new user.
3. Enter the report name in the top right corner.
4. Copy all formulas from the report to the columns B to L of the spreadsheet with respect to column A. Copy the report and delete the report. In the spreadsheet, delete the "Report" worksheet which refers to it.

Using "Compare" mode.
1. Select the "Compare" mode by clicking on the "Compare" button in the top right corner of the screen.



