



# CUSTOMER FEEDBACK & COMPLAINT RECORD

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INVESTOR IN PEOPLE

## 1. Details of the person making complaint/feedback:

First Name: .....

Surname: .....

Company: .....

Position: .....

Address: .....

Phone Numbers: .....

Date: .....

## 2. **Training Plus** Staff member/s concerned:

Name: .....

Position: .....

  

Name: .....

Position: .....

## 3. Details and nature of the complaint/feedback

*Please give a detailed account of the nature of the complaint/feedback, including times, dates names and place where the incident or event occurred:*

*Please continue on a separate sheet/s if required.*

**4. About the staff member/s concerned.**

Has the issue of concern been discussed directly with the staff member/s concerned?

Yes  No   
 (If No, please state why).....

Where was this and on what date/s?

What was the outcome of your approach & discussion?

Did the staff member/s act effectively and efficiently to your concerns?

What action did the staff member/s agree to take?

Has this been done?

**6. Resolving your complaint.**

The issue/s you have raised will be given the most immediate attention by a company director, upon receipt. Please indicate the intervention that would most immediately address your concerns and enable us to restore our usual high level of service.

**7. Company Director dealing with this issue (Training Plus use only)**

Jean Haram (Director)

Paula Hayes (Director)

Brian Quinn (Director)

Date received:

Date resolved:

Please return to: Brian Quinn, **Training Plus** merseyside Ltd. 62-64 Lime Street, Liverpool, L1 1JN or Fax on: 0151 709 1457