

# Complaint Checklist

File Path T:\Global - Customer First\COMPLAINT MANAGEMENT\

Ref  Name  Address

**C**ritical friend, check/challenge communication for previous response & decision at local resolution

Yes No

➤ Has there been a face to face meeting or personal contact by phone?  
Date \_\_\_\_/\_\_\_\_/\_\_\_\_

➤ **H**istory of landlord/tenant relationship, has this been considered in decision making?

Any comments \_\_\_\_\_

➤ **E**quality strands – have personal circumstances being considered?

Any comments \_\_\_\_\_

➤ **C**onsistency in application of policies and procedures

List applicable polices & procedures checked:

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

➤ If a policy or procedure has not been followed, is there a justifiable reason?

Any Comments \_\_\_\_\_

➤ Has the decision made been fair & consistent?

➤ Has relevant supporting data been considered?

➤ Have all issues raised been addressed, including other service areas?

➤ Has consideration been given to any 'out of pocket' expenses

Any comments \_\_\_\_\_

➤ Has consideration been given to any undue stress or inconvenience?

➤ **K**ey records of decision making process  
Is there a good audit trail?

➤ If Director not reviewing, make them aware of case.

Tick when done

➤ Arrange a face to face meeting or other personal contact

➤ Write a final response to customer

➤ Ask the CMO to close complaint and request satisfaction feedback