

## Customer complaint record



When completed, this template can be used as evidence to partially satisfy the RFS Standard requirement in respect of demonstrating continual improvement.

The following template can be used to capture and record complaints made in respect of landings together with corrective actions taken.

<b>Customer Complaint Form</b>	
Date of landing:	
Location of landing:	
<b>What happened to cause you to be dissatisfied?</b>	
<b>How can we make this right?</b>	
Name:	
Address:	
Postcode:	
Phone:	
Email:	

<b>Corrective actions undertaken following complaint</b>