

# Fairfield Housing Co-operative

## Complaint Form

<b>Name of Complainant</b>	
<b>Address</b>	
<b>Date</b>	
<b>Target Date for completion</b>	<b>(5 days from date of complaint)</b>
<b>Nature of Complaint</b>	
<b>Record By (staff/committee)</b>	
<b>Method of Complaint (email, phone, letter, verbal)</b>	

<b>Details of Complaint (date, time location etc)</b>
<b>Action Requested by Complainant</b>

**Action Taken by Co-operative**

**Outcome**

**Customer Satisfied    Yes/No**

**If no, reason why dissatisfied:**

**For Office Use only**

**Recorded on Excel**

**Complaint resolved within 5 working days (Stage one) YES/NO**

**If no, complaint should be forwarded to appropriate person for further investigation (stage two)**

**Stage two acknowledgement (3 workings days)**

**Formal Response (20 working days)**

**Staff Signature:**

**Date:**