# Complaint Investigation Form

*Purpose:* This internal form is used to document the investigation and resolution process of a customer complaint. It helps ensure consistent handling and resolution of complaints, providing a structured approach for internal tracking and auditing purposes.

## Customer Information

* **Customer Name:** {customerName}
* **Contact Info:** {contactInfo}
* **Customer ID:** {customerId}
* **Date Complaint Received:** {dateReceived}

## Complaint Details

* **Complaint ID:** {complaintId}
* **Received By:** {receivedBy}
* **Channel (email, phone, etc.):** {channel}
* **Complaint Summary:**  
  *{complaintSummary}*

## Investigation Process

* **Assigned Investigator:** {investigatorName}
* **Start Date of Investigation:** {investigationStartDate}
* **End Date of Investigation:** {investigationEndDate}

**Steps Taken During Investigation:**

{#investigationSteps}

* {stepDescription}

{/investigationSteps}

## Related Departments Involved

{#departments}

* {departmentName}

{/departments}

## Findings

**Summary of Investigation Findings:**  
{investigationFindings}

## Resolution

* **Resolution Provided:**  
   {resolutionProvided}
* **Date of Resolution:** {resolutionDate}
* **Was Customer Notified?:** {customerNotified}
* **Notified By:** {notifiedBy}

## Follow-up Actions

{#followupActions}

* **{actionType}:** {actionDetails} (Responsible: {responsiblePerson}, Due: {dueDate})

{/followupActions}

## Supporting Documents

{#attachments}

* {documentName} - {fileReference}

{/attachments}

## Investigation Team

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Department** |
| {#teamMembers}{name} | {role} | {department}{/teamMembers} |

## Approval

* **Reviewed By:** {reviewedBy}
* **Approval Date:** {approvalDate}
* **Comments:** {comments}

*End of Complaint Investigation Form*