# Customer Dispute Resolution Form

**Purpose:** This form is used to document the details of a customer dispute and outline the steps taken to investigate and resolve the issue. It ensures a consistent and transparent process for handling customer concerns.

## Customer Information

**Full Name:** {customerName}

**Customer ID:** {customerId}

**Email Address:** {email}

**Phone Number:** {phoneNumber}

## Dispute Details

**Date of Dispute:** {disputeDate}

**Product/Service Involved:** {product}

**Order/Transaction Number:** {transactionNumber}

**Description of Dispute:**

{disputeDescription}

## Customer’s Preferred Resolution

{preferredResolution}

## Investigation

**Investigation Start Date:** {investigationStartDate}

**Investigation Conducted By:** {investigatorName}

**Actions Taken during Investigation:**

{#investigationActions}

* **{step}:** {details}

{/investigationActions}

## Findings

**Summary of Findings:**

{investigationFindings}

## Resolution

**Date of Resolution:** {resolutionDate}

**Resolution Provided:**

{resolutionDetails}

**Customer Acknowledged Resolution:** {customerAcknowledgement}

{#compensationProvided}

Compensation Details: {compensationDetails}

{/compensationProvided}

{^compensationProvided}

No compensation was provided for this dispute.

{/compensationProvided}

## Approval & Sign-off

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Date** | **Signature** |
| {#signatories}{role} | {name} | {date} | {signature}{/signatories} |

## Notes and Remarks

{additionalNotes}