

Appendix 1: Stage 1 Recording form

To be completed by all employees following resolution of a stage 1 complaint and forwarded to the complaints team.

| Complaint reference | |
|--|---|
| Time Taken to respond | |
| If response was after statutory timescale was there a reason for this? | |
| How was the customer contacted? | Email/telephone/in person |
| Were points of complaint agreed with the customer? | |
| What was the outcome of the discussion? | |
| Was the customer given the opportunity to escalate the complaint? | |
| Has any further action been agreed to resolve the complaint? | |
| Are there any lessons to be learned going forwards to avoid a similar complaint in future? | |
| What was the recorded outcome of the complaint? | Upheld/Partially Upheld/Not Upheld/Resolved |