



Nailsea Shedders Complaints Record

NSP005

COMPLAINT No

Person receiving the complaint:

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Name of Complainant:

.....

Complainant's contact details:

.....

.....

.....

.....

Complaint received by: email verbal website letter

Is the complainant aware of the limits of Shedders liability? YES NO

STAGE 1 Nature of Complaint

Write down all details of the complaint:

Can the complaint be resolved immediately YES NO

If YES - carry out resolution to the satisfaction of the complainant. Write down action taken:

Go to Stage 3

If NO – Give the complainant a date to give our response (7 days maximum) Then proceed to Stage 2 By Date.....

STAGE 2 Involve authorised person(s) or Management Team.

Names of persons at Stage 2 discussion:

Establish Root Cause (5WHYS)

The Complaint:
WHY
Root Cause

Options for Resolution

1
2
3

Respond to the complainant with possible options by

(Date).....

Did the complainant agree YES NO



Review carried out by:

Date:

Details of Review:

Recommended Actions to Prevent Recurrence: