

Omeath District Development Company

Client Complaint Form



FOR OFFICE USE ONLY

Complaint Tracker Reference Code:

Name of staff member taking complaint:

Name of person investigating complaint:

Results of investigation

Action(s) taken

Date complainant contacted with the results of the investigation and action(s) taken: (dd/mm/yy)

Client Complaint Form

Our company is committed to ensuring that all of our customers receive the best possible service. We welcome feedback from customers when they experience problems and treat feedback as an opportunity to help us to improve our service delivery. We endeavour to handle all complaints fairly and work towards solving customer complaints in a courteous and timely manner.

How to Make a Complaint

You may refer your complaint to a member of staff who will be happy to assist you. Alternatively, you can use the form below to describe the nature of your complaint and email the completed form to:

You may also post your completed complaint form to:

Details of Complaint

Name of Complainant:

Address:

Telephone Number:

Email:

Date of Complaint:

Please describe in detail the nature of your complaint:

Please describe what actions can be taken to effectively deal with this complaint: