**COMPLAINTS LOG**

|  |  |
| --- | --- |
| ***Date Complaint Received*** |  |
| ***Name of Complainant (including firm reference)*** |  |
| ***Nature of Complaint*** |  |
| ***Complaint Handler*** |  |
| ***Complaint resolved by Close of business on the third business day following receipt and Summary Resolution Communication Sent*** | Yes  / No  Date : ………………………………….. |
| ***Acknowledgement Letter Sent Promptly (within 5 business days) enclosing a summary of the firms complaints handling procedures.*** | Yes  / No  Date : ………………………………….. |
| ***Date PII Advised including contact and reference.*** |  |
| ***Final or other Response to complainant (within 8 weeks)*** | Yes  / No  Date : ……………………………………. |
| ***Complainant provided with a copy of the FOS Standard Explanatory Leaflet and advised the matter may now be referred to the FOS within 6 months of the date of the letter.*** | Yes  / No  Date : ……………………………………. |
| ***Complainant Advised whether the firm waives the time limit for referring the complaint to the FOS.*** | Yes  / No  Date : ……………………………………. |
| ***Outcome*** | Date of final response: - ……………………………………….…..  Date referred to FOS: - …………………………………………….  Amount of Compensation Paid: -……………………………………  Amount paid by PII: -……………………………………………… |
| ***Remedial Action***  ***(Training Needs/Procedural Issues)*** |  |

**.**