

Escalating a complaint for follow-up

Your documentation should be relevant & as detailed to include:

- ☒ A concise summary of What, Who, When, Where, Why & How
- ☒ What was shared by your customer
- ☒ What you've probed & gathered
- ☒ What's your assessment / views
- ☒ What actions are taken by you and/or your customer
- ☒ What was proposed by you and/or your customer
- ☒ What's still lacking / has happened which led to escalation of the case
- ☒ Your customer's preferences, dislikes, accessibility