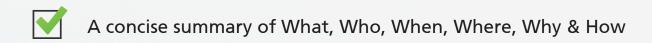


## **Escalating a complaint for follow-up**

## Your documentation should be relevant & as detailed to include:



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