

Customer complaint report

All records

OPEN COMPLAINTS
3
1 older than the 14-day target

ACKNOWLEDGEMENT PERFORMANCE
81.8%
9 of 11 acknowledged within 2 days

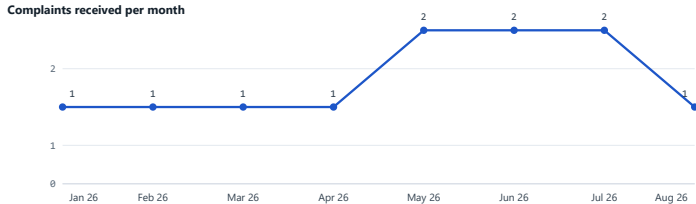
AVERAGE DAYS TO RESOLVE
9.1
across 8 resolved complaints

JUSTIFIED RATE
77.8%
7 of 9 decided were our failure, wholly or partly

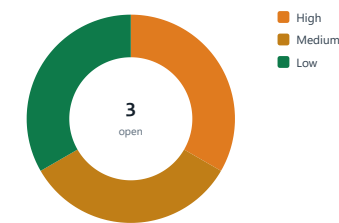
COMPLAINT COST THIS YEAR
\$7,980.00
11 complaints received this year

TOP CATEGORY THIS YEAR
Quality
4 of 11 received this year

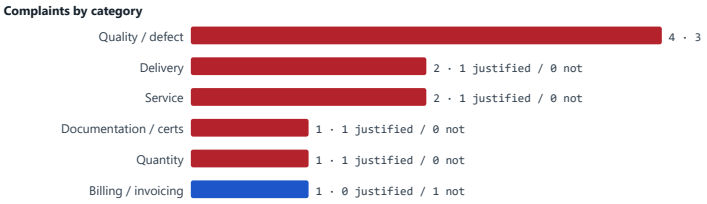
11 of 11 record(s) included. All records. Amounts in USD.



A falling line can mean happier customers — or quieter ones who stopped telling you and started shopping elsewhere. Read it alongside repeat orders, not on its own. A falling line can mean happier customers — or quieter ones who stopped telling you and started shopping elsewhere. Read it alongside repeat orders, not on its own.



Only complaints not yet resolved. Anything critical belongs at the top of today's list, whatever its age. Only complaints not yet resolved. Anything critical belongs at the top of today's list, whatever its age.



Red bars are categories where most decided complaints were your failure — that is where the improvement effort belongs. A category full of unjustified complaints is a communication problem, not a process one. Red bars are categories where most decided complaints were your failure — that is where the improvement effort belongs. A category full of unjustified complaints is a communication problem, not a process one.



Credits, rework, freight and visits per category. The most frequent category and the most expensive one are often different — fix by cost, not just by count. Credits, rework, freight and visits per category. The most frequent category and the most expensive one are often different — fix by cost, not just by count.

Open complaints

REF	CUSTOMER	PRODUCT / SERVICE	CATEGORY	SEVERITY	AGE (DAYS)	OWNER	STATUS	NEXT STEP
CC-008	Halveston Foods	Service contract — quarterly maintenance visit	Service	Medium	40	Service manager	Resolved internally	Inform the customer of the outcome, then close
CC-009	Ironbridge Rail	Guide rails — polished finish	Quality	High	25	Production supervisor	Investigating	Resolve — agree and deliver the correction
CC-010	Keldale Marine	Anode kits — order 2431	Delivery	Medium	9	Despatch lead	Investigating	Investigate and decide: justified or not
CC-011	Lantern Electrical	Quotation follow-up — enclosure range	Service	Low	2	Sales manager	New	Acknowledge — the customer is waiting to hear it landed

Recently closed

REF	CUSTOMER	SUMMARY	JUSTIFIED?	DAYS TO RESOLVE	COST	CUSTOMER INFORMED
CC-007	Gantry Systems	Customer disputed the stage 2 invoice as higher than expected and w...	Unjustified	4	-	✓
CC-006	Ferrostal Group	Twelve kits short against the delivery note; the shortage only surf...	Justified	6	\$210.00	✓
CC-005	Elmwood Joinery	Customer returned fixing packs claiming white-rust corrosion made t...	Unjustified	7	-	✓
CC-004	Dalton Fabrication	Hole centres out of position on roughly a third of the plates; cust...	Partial	18	\$1,120.00	✓
CC-003	Corven Engineering	Call-off arrived four days late without warning; customer's fitting...	Justified	6	\$380.00	✓
CC-002	Brightline Interiors	Burrs on the cut edges of most trim sections; installer cut a hand ...	Justified	9	\$640.00	✓
CC-001	Aerotech Precision	Material certificates supplied with the batch were for the wrong al...	Justified	14	\$4,850.00	✓

Complaint register

REF	RECEIVED	CUSTOMER	PRODUCT	CHANNEL	CATEGORY	SEVERITY	JUSTIFIED	COST	OWNER	ACKNOWLEDGED	RESOLVED	STATUS	DAYS TO RESOLVE	OPEN AGE (DAYS)
CC-001	2026-01-11	Aerotech Precision	Machined housings — batch 4471	Email	Documentation	Critical	Justified	4,850.00	Quality manager	2026-01-12	2026-01-25	Closed	14	0
CC-002	2026-02-10	Brightline Interiors	Brushed steel trim sections	Portal	Quality	Medium	Justified	640.00	Production supervisor	2026-02-12	2026-02-19	Closed	9	0
CC-003	2026-03-12	Corven Engineering	Bracket sets — call-off order	Phone	Delivery	Medium	Justified	380.00	Despatch lead	2026-03-13	2026-03-18	Closed	6	0
CC-004	2026-04-11	Dalton Fabrication	Laser-cut plates, 8 mm	Email	Quality	High	Partial	1,120.00	Quality manager	2026-04-12	2026-04-29	Closed	18	0
CC-005	2026-05-06	Elmwood Joinery	Galvanised fixing packs	Warranty	Quality	Low	Unjustified	0.00	Sales manager	2026-05-09	2026-05-13	Closed	7	0
CC-006	2026-05-31	Ferrostal Group	Standard flange kits	Portal	Quantity	Medium	Justified	210.00	Warehouse manager	2026-06-01	2026-06-06	Closed	6	0
CC-007	2026-06-15	Gantry Systems	Invoice 10442 — project stage 2	Email	Billing	Low	Unjustified	0.00	Finance manager	2026-06-16	2026-06-19	Closed	4	0
CC-008	2026-06-30	Halveston Foods	Service contract — quarterly	Phone	Service	Medium	Partial	0.00	Service manager	2026-07-01	2026-07-09	Resolved	9	0

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CC-009	2026-07-15	Ironbridge Rail	maintenance visit											
			Guide rails — polished finish	In person	Quality	High	Justified	780.00	Production supervisor	2026-07-16	—	Investigating	0	25
CC-010	2026-07-31	Keldale Marine	Anode kits — order 2431	Email	Delivery	Medium	Pending	0.00	Despatch lead	2026-08-01	—	Investigating	0	9
CC-011	2026-08-07	Lantern Electrical	Quotation follow-up — enclosure range	Phone	Service	Low	Pending	0.00	Sales manager	—	—	New	0	2

Notes

Sample register — replace every entry with your own before relying on it or circulating it.

This tracker measures the complaints you record, not the dissatisfaction that exists. Customers who leave without complaining never appear here, and the justified rate is only as honest as the investigation behind each decision. Cost figures cover what you chose to count. This is an internal record-keeping and analysis aid, not legal advice and not a substitute for any complaint-handling obligations that apply to your industry.