Complaint Rectification Form

Date	
Address	
Complainant(s) Name	
Complainant contact details (E-mail or phone number)	
Installer Representative Name	



This form is to be used when finalising a mutually agreed resolution to a complaint regarding any activity of Eco Home Insulation, trading name of D M Developments (Inskip) Ltd.

It is to be used in the following manner: The Complainant is to give their details as listed above. Then the Complainant is to list, as clearly and concisely as possible, the objects of complaint that are to be agreed upon with the Installer Representative. It is recommended that this is done in bullet point form. After that, the Installer Representative is to lay out a resolution plan that addresses the points raised by the Complainant. Finally, both the Complainant and the Installer Representative are to sign this document signifying that the terms of resolution are agreed upon.

Objects of Complaint

Resolution Plan		
Installer Representative Declaration:		
I confirm that I acknowledge the objects of complaint and that the resolution plan that has been laid out sufficiently relates to the objects of complaint laid out by the Complainant.		
Installer Representative Signature		
Date		
Complainant Declaration:		
I confirm that I have fairly summarised the objects of complexes and sufficiently addresses the objects of complexes.		
Installer Representative Signature		
Date		