

COMPLAINTS FORM

Customer Details

Name: - _____
Contact Telephone: - _____ Email: - _____

Tradesperson Details

Name: - _____
Contact Telephone: - _____ Email: - _____

STEP 1

This form is to be completed if

- 1) Trades person and customer have tried and failed to reach a compromise solution themselves
- 2) Both parties agree that formalising the complaint is the preferred way to proceed
- 3) Both parties agree to adhere to the conditions of the HomeForce mediation service.

Customer or trades person may complete the relevant parts of the form themselves or over the phone with a HomeForce representative.

If completed over the phone it will be sent to the relevant party for approval before moving to the next stage.

What each party writes / approves will be shown unedited to the second party.

PART 1 – Completed by Customer

<u>Summary description of complaint from customer</u>
<u>What specific issues would the customer like to have addressed?</u> 1) 2) 3) 4) 5)
<u>What would be the ideal outcome be for the customer?</u>

PART 2 – Completed by Trades person

Summary of response to complaint from tradesperson

How would trades person respond to issues raised?

- 1)
- 2)
- 3)
- 4)
- 5)

Is the trades person willing to agree to the customers preferred outcome? If not what would be their suggested alternative proposal?

STEP 3

HomeForce mediator to make any comments / suggestions in PART 3

PART 3

STEP 4

HomeForce mediator to forward tradesperson response and comments / suggestions for resolution to customer and record customer response.

Notes from customer

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STEP 5

If no resolution return to TP with further comments from customer. Try to establish common ground to reach an acceptable outcome

Further Notes

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STEP 6

Record agreed outcome and actions for customer and trades person to reach resolution

Summary of Agreed Outcome

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Agreed Actions (including date by when they will be completed)

Trades Person

- 1)
- 2)
- 3)

Customer

- 1)
- 2)
- 3)

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