

COMPLAINTS REGISTER

FSP Licence Number : 14040

The Register must contain the following fields :

Received	:	Date on which the complaint was received. The receipt period starts its calculations here.
Date captured	:	Date on which the complaint is captured.
Received from	:	The name and designation of the person that submitted the complaint. It may be a client or a representative of the client.
Product	:	The product involved if any.
Complaint reference number	:	The client's reference number linked to a Policy Number, if applicable.
Client surname and initials	:	The client who is making the complaint (not representative).
Complaint description / type	:	Short summary of the complaint.
Captured by	:	Name of person who captured the complaint.
Responsible person	:	Name of person who will deal with and consider the complaint.
Activity update	:	Log all developments and movements.
Outcome of complaint	:	Summary of what decision was taken.
Date of final communication to client	:	Date of letter to client.
Learnings	:	Lessons learned from handling of this complaint.