Complaint process 7-step checklist



Use this list to make sure you handle complaints fairly and follow all required steps. It's particularly useful for complaints about a serious fault with a product or service. You can print it out and check off each step, or edit it on your computer or smartphone.

Step 1	Name of person handling it	Tick when done		
Tell the customer who will handle it from start to finish, eg you or a trusted staff member.				
If it's not you handling it:		Yes	No	Not sure
Has your staff member handled complaints be	fore?			
Do they know the product or service well?				
Do they know enough about consumer law req	uirements?			

TIP: If you answer "no" or "not sure", think about how you will support them — or if you should take over. Check out **Training staff to handle complaints** on the **business.govt.nz** website.

Step 2	Tick when done
Record the customer's contact details, details of the problem, and other background information.	

It's worth asking:

- when the problem arose
- if the problem could be due to overuse or incorrect use
- customer's version of what was said during the sale and your staff's version.

TIP: Use our complaint form to record these details — including who is handling the complaint in your business.

For more, see **Consumer Protection's Business guidance** section







Step 3		Tick when done	
Once satisfied it's a valid complaint, work out what needs to be done to put it right.			
For faulty products, this might mean:	Yes	No	n/a
Can it be fixed?			
Will you send it to the manufacturer to be checked and/or repaired?			
Any extra costs to cover, eg repairing damage caused by the fault?			
For faulty services, this might mean:	Yes	No	n/a
Will you redo the work?			
Any extra costs to cover, eg repairing damage caused by the fault?			

Step 4	Tick when done
Check if the remedy you plan to give meets your legal requirements.	
TIP: See Obligations under the Consumer Guarantees Act on the Consumer Protection website.	

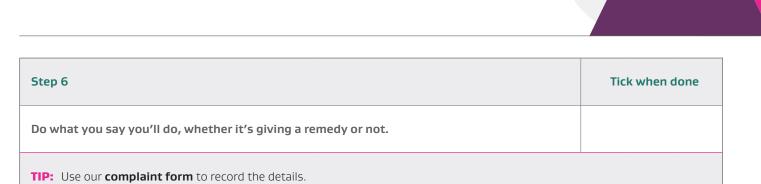
Step 5	Tick when done
Discuss what will happen next with your customer.	
TIP: It's helpful to keep our visual guide to what you must do for customers handy.	

For more, see **Consumer Protection's Business guidance** section









Step 7	Tick when done	
Work out what your business will do to prevent the problem from happening again.		
If necessary, tell your customer.		
TIP: See advice on Analysing complaint data on the business.govt.nz website.		

For more, see **Consumer Protection's Business guidance** section





