



***Sterling Accreditation Limited***  
*Setting the Standard*

## **Standard Complaint Form**

**Sterling Accreditation Limited**

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## **1. Introduction**

The following template is used for Complaints from Customers:

Question	Response
Date of Complaint	
Name of Complainant	
Position of Complainant  (e.g. Building Owner / Client / Company/ Neighbour / Other – please specify)	
Contact Details Of Complainant  Address    Postcode Telephone No                    Home: Mobile: Email Address(es)	
Availability for Feedback :  Preferred Contact Route (email/phone/letter):  If phone, preferred Time:	
Brief Description of Nature of Complaint	
The Energy Assessor's Name and Company  Assessor Number/ID (if Known)	



The Property Reference Number (if known)	
The Property Address:  Postcode	
The EPC/DEC number (if known)	
Date the Assessment was carried out:	
Full Details of the Complaint:  Please be as detailed as possible.	
Sterling Office Use Only	
Date Complaint Form Received	
Sterling Complaint Handler	
Current Status	
Escalation	



Resolution	
Resolution Date	