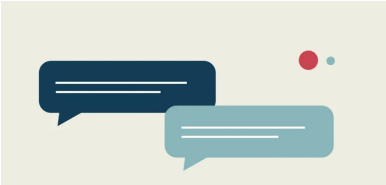
Customer complaint *workflow*



We map complaint intake, evidence, resolution and escalation for one service line.

Who it helps

Operations directors and team managers

The problem to solve

Complaint records can become difficult to reconcile when intake, evidence and escalation sit with different teams.

Working through the brief

1. **Trace complaint intake**

   Gather the agreed inputs. Customer journey or support records, team roles and operating rules.

2. **Document evidence and resolution steps**

   Track “Complaint status” and “Evidence reference” together so the reviewer can connect the source information to the result.

3. **Specify escalation ownership**

   Use the workflow to set expectations for ownership and show what should happen when routine resolution is unavailable.

4. **Check the scope at handover**

   External audit, certification, software and additional teams are separate.

Worked example

A complaint moves from support to operations. Record who owns the customer update while evidence is being gathered.

Read the service scope / OPS-020

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