



Regal Homes: Complaint Notification

I/We _____ confirm a satisfactory resolution has been agreed to and implemented.

OWNER 1: NAME

SIGNATURE

DATE

OWNER 2: NAME

SIGNATURE

DATE



Regal Homes: Complaint Notification

FOR OFFICE USE ONLY

RESOLUTION PROCESS

Date

Complaint taken by

Initial response to client by

Please note: response should be within 24 hours

Date to have investigations complete and options for resolution to clients by

(Please note: response should be within 1 week)

Complaint referred to

NOTES



Regal Homes: Complaint Notification

FUTURE CONSIDERATIONS

RESOLUTION COMPLETE

Date complete

Confirmed by
