

CLIENT DETAILS	
Names	
New Home Address	
Contact Phone Number	
Email	
ISSUE TO BE ADDRESSI	ED (Please itemise if required)
ADDITIONAL INFORMA	ATION

R	Regal Homes: Complaint Notification



PREFERRED OUTCOME	
ACCEPTED RESOLUTION	

R	

9	•	
I/Weimplemented.	confirm a satisfactory resolution has	s been agreed to and
OWNER 1: NAME	SIGNATURE	DATE
OWNER 2: NAME	SIGNATURE	DATE



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	

R	Regal Homes: Complaint Notification
OPTION	NS FOR RESOLUTION (Please highlight agreed resolution)

	Regal Homes: Complaint Notification
FUTUR	RE CONSIDERATIONS

RESOLUTION COMPLETE

Date complete

Confirmed by