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# Sample Complaint Intake Form

This sample is designed to help you develop the plans and procedures which demonstrate that your business meets or exceeds the ALTA Best Practices. It is intended to be used as a starting point and should be customized to suit the specific needs of your law firm.

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| --- | --- | --- | --- | --- |
| CLIENT INFORMATION | | | | |
| Name of Client | |  | | |
| Phone# | |  | | |
| Address | |  | | |
| Email | |  | | |
| **COMPLAINT INFORMATION** | | | | |
| Date Received | |  | | |
| Details  (Attach extra sheets if necessary) | |  | | |
| **CLIENT CONTACT 1 INFORMATION** | | | | |
| Date & Time | |  | | |
| Notes | |  | | |
| **CLIENT CONTACT 2 INFORMATION** | | | | |
| Date & Time | |  | | |
| Notes | |  | | |
| **RESOLUTION INFORMATION** | | | | |
| Date & Time | |  | | |
| Resolution | |  | | |
| Date & Time Uploaded/Copied | |  | | |
| Signature |  | | Printed Name |  |