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#7 Consumer Complaints

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|  **Procedures to meet this best practice:** |  |

* Consumer complaint intake, documentation and tracking.
	+ Standard procedures for logging and resolving consumer complaints helps ensure consumers provide the company with sufficient information to understand the nature and scope of the complaint.
		- Develop a standard consumer complaint form that identifies information that connects the complaint to a specific transaction.
		- Set a single point of contact for consumer complaints.
		- Establish procedures for forwarding complaints to appropriate personnel.
		- Maintain a log of consumer complaints that includes whether and how the complaint was resolved.