



Investigation Planning Form

	Complaint issue	Information needed about what happened	Information needed about what should have happened	Estimated time required	Comments
1					
2					
3					

Example, for guidance:

	Complaint issue	Information we will need about what happened	Information we will need about what should have happened	Estimated time required	Comments
1	Mrs A was given incorrect advice about a licence refund, wasting her time	Call recording (if available) Mrs A's account and any records she may have kept Adviser's account Digital record of enquiry	Section 3 of the Business License and Registration Act (BLRA) 2002 (as amended) Advice line guide on rebates for this licence	2 weeks	Check website and online rebate form