

Sample: Supervisor reference

Jane Doe
Customer Relations Manager
The Company
12 The Ave
The City, 2456

DD MM YY

[Recipient Name]
Suite 2201, Level 22, Tower Two
101 Grafton Street
BONDI JUNCTION NSW 2022

Application for certification as a SOCAP Australia Complaint Professional – John Citizen

Dear SOCAP Australia

John Citizen has worked for me in the role of Case Manager at The Company for two years. During that time he has been managing customer feedback including complaints, compliments, enquiries and suggestions. John started work in our frontline team, taking phone calls from our customers and supporting our contact centre with escalated complaints and enquiries.

Based on my experience supervising John and my understanding of the Australian Competency and Ethical Framework For Complaint Professionals, I consider him to be a competent Complaint Professional. Please refer to the attached recommendation matrix for detailed information.

John is a valuable member of our team and has a bright future with The Company. Please do not hesitate to contact me on ph 1111 111 111 if you wish to discuss this application in more detail.

Sincerely,

Jane Doe - Customer Relations Manager