

Customer Complaint Report

Date: _____

Employee Name: _____

Customer Name: _____

Date of Incident: _____ Store Where Incident Took Place: _____

Customers Complaint in Detail: _____

Employee Customer Originally Spoke To: _____

When did Customer First Call: _____

Office Personnel What Did you Say to Customer? _____

Were you able to Resolve Customers Problem? _____

Did you Direct Customer to Anyone Else? Who: _____

Was this Person able to Resolve the Problem? _____

Did Customer Have to Call Back? _____

Final Outcome: _____

For office use only!