

# Escalated Complaint Investigation Record

## Five-Star Resorts

### Case Information

Case Number

Date Received

Time Received

### Guest Details

Guest Name

Room Number

Contact Details

### Complaint Details

Summary of Complaint

Date of Incident

Location/Area Affected

### Investigation Details

Investigated By

Investigation Date

Findings

Witnesses (Names/Contacts)

**Actions Taken**

Action(s) Taken/Resolution

Resolution Date

Status

Resolved / Pending

**Signatures**

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Investigator's Signature & Date

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Manager's Signature & Date