

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

Investigator's Signature & Date

Manager's Signature & Date