

Customer Complaint Handling Template

1. CUSTOMER INFORMATION

Name

Contact Number / Email

Room / Table Number (if applicable)

2. COMPLAINT DETAILS

Date

Time

Description of Complaint

Category (e.g. Housekeeping, Food & Beverage, Front Desk, Other)

3. STAFF ACTION TAKEN

Handled By (Staff Name)

Action Taken / Resolution Provided

Follow-up Required?

Manager / Supervisor Signature

4. ADDITIONAL NOTES

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