

# Complaint Handling Checklist

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## Initial Contact & Acknowledgement

Focuses on how the complaint is initially received and acknowledged. This includes all channels (phone, email, online, in person).

### Channel of Complaint

- Phone
- Email
- Online Form
- In Person
- Social Media

### Date of Initial Contact

Enter date...



### Time of Initial Contact

Enter time...

### Guest/Customer Name

Write something...

### Brief Summary of Complaint (Initial Understanding)

Write something...

### Reservation/Booking Number (if applicable)

Enter a number...

### Complaint Status (Initial)

- New
- Acknowledged
- Assigned

### Name of Staff Member Handling Initial Contact

Write something...

## Complaint Recording & Categorization

Details the process for logging the complaint accurately and assigning it to the correct category for analysis and resolution.

**Guest Name**

Write something...

**Contact Information (Phone/Email)**

Write something...

**Date of Incident/Complaint**

Enter date...

**Time of Incident/Complaint (if applicable)**

Enter time...

**Category of Complaint (e.g., Room Condition, Service, Food & Beverage, Billing)**

- Room Condition
- Service
- Food & Beverage
- Billing
- Cleanliness
- Noise Levels
- Other

**Severity Level (Impact on Guest Experience)**

- Low
- Medium
- High

**Brief Summary of Complaint**

Write something...

**Reservation/Booking Number (if applicable)**

Enter a number...

**Property Location (If Multi-Property)**

## Investigation & Fact-Finding

Covers the steps taken to gather all necessary information to understand the root cause of the complaint.

### **Complaint Channel (How was the complaint received?)**

- Phone
- Email
- Online Form
- Social Media
- In Person
- Letter

### **Guest/Customer Statement (Detailed description of the issue)**

Write something...

### **Reservation/Booking Number (If applicable)**

Enter a number...

### **Date of Incident**

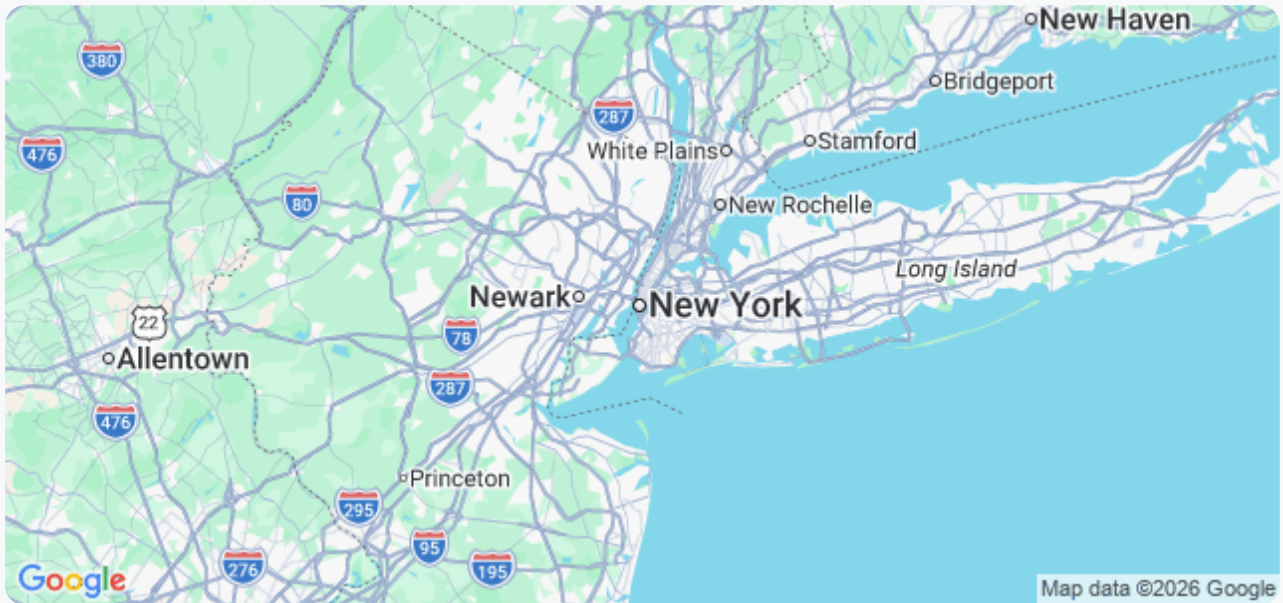
Enter date...

### Time of Incident (Approximate)

Enter time...

### Location of Incident (Specific area within property)

 [Set My Current Location](#)



### Staff Member Interview Notes (Summarize relevant staff accounts)

Write something...

## Supporting Documentation (Photos, receipts, etc.)

 Upload File

## Initial Assessment of Severity

- Low
- Medium
- High

# Resolution & Response

Outlines how to determine a fair resolution and communicate it to the guest/customer.

## Resolution Type Selected

- Apology
- Refund (Partial)
- Refund (Full)
- Discount on Future Stay
- Upgrade on Future Stay
- Replacement Item/Service
- Other (Specify Below)

### Resolution Details (if 'Other' selected)

Write something...

### Refund Amount (if applicable)

Enter a number...

### Response Draft

Write something...

### Communication Channel

- Email
- Phone
- Letter
- In-Person

### Response Sent Date

Enter date...

### Notes on Guest Interaction

Write something...

# Follow-Up & Guest Satisfaction

Focuses on ensuring the resolution was effective and the guest/customer is satisfied with the outcome.

## Date of Follow-Up

## Communication Method for Follow-Up

- Phone
- Email
- In-Person
- Mail

## Summary of Follow-Up Conversation/Interaction

## Guest Satisfaction Level

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

### Score (if using a satisfaction survey)

Enter a number...

### Additional Comments/Notes from Guest (if any)

Write something...

### Resolution Accepted?

- Yes
- No
- Partially Accepted

### Details of any further action required due to follow-up (if applicable)

Write something...

## Analysis & Improvement

Deals with the process of learning from complaints to prevent similar issues from recurring.

### Number of Complaints Received This Period

Enter a number...

### Most Frequent Complaint Categories (Select All That Apply)

- Room Condition
- Service Quality
- Food & Beverage
- Noise Levels
- Cleanliness
- Billing Issues
- Staff Behavior
- Facilities
- Other

### Summary of Key Complaint Trends Observed

Write something...

### Root Cause Analysis Methodology Used (e.g., 5 Whys, Fishbone Diagram)

- 5 Whys
- Fishbone Diagram
- Other - Please Specify

### Specific Actions Taken to Address Identified Root Causes

Write something...

### Number of Process Changes Implemented Based on Complaint Analysis

Enter a number...

### Date of Next Review of Complaint Handling Process

Enter date...

### Effectiveness of Training Programs (Related to Complaint Handling)

- Very Effective
- Effective
- Neutral
- Ineffective
- Very Ineffective