



Complaint Handling

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

Time of Initial Contact

Guest/Customer Name

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)

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)

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

Enter date...

Communication Method for Follow-Up

- ☐ Phone
- ☐ Email
- ☐ In-Person
- ☐ Mail

Summary of Follow-Up Conversation/Interaction

Write something...

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