Complaint and service-recovery log

Complete with the actual workplace arrangements. Read the accompanying guide, agree the local procedure and identify who will check the record.

Venue / event	
Owner / date / version	
Date / service / reference	
Guest concern	
Facts checked	
Action agreed / authorised by	
Update promised / delivered	
Outcome	
Follow-up owner	

Before use: Listen and summarise. Check the relevant facts. Agree an authorised next action. Give the promised update. Record outcome and recurring issues.

Follow-up

Action	Owner	Due / trigger	Completed

Keep completed records with the appropriate access restrictions. Save your entries before closing.

Read the accompanying guide online