

# Customer Complaint Form

Our **customer complaint form sample** is designed to streamline the reporting process and ensure efficient resolution. It includes a clear escalation process that directs unresolved issues to higher management levels for prompt attention. This structured approach enhances customer satisfaction by addressing concerns systematically and effectively.

Full Name:

Email Address:

Contact Number:

Date of Incident:

Complaint Details:

Preferred Resolution:

Urgency Level:



Submit Complaint

## Escalation Process

- Frontline Review:** Your complaint will be reviewed by our customer service representative within 24 hours.
- Management Escalation:** If unresolved within 3 business days, the issue will be escalated to the relevant department supervisor.
- Senior Management:** Should the complaint remain unresolved after 5 business days, senior management will intervene and contact you directly.
- Final Resolution:** You will receive a summary of the investigation and the actions taken to resolve your concern.

For urgent matters, you may contact us directly at [support@example.com](mailto:support@example.com) or call our escalation hotline at 1-800-ESCALATE.