

Customer Complaint Incident Report Example

A **customer complaint incident report** example provides a structured format for documenting and addressing customer grievances effectively. It ensures all relevant details are recorded, facilitating prompt resolution and improved service quality. Utilizing such reports helps businesses track issues and enhance customer satisfaction systematically.

Incident Report Details

| | | | |
|----------------|-------------|----------------|-------------------------------------|
| Report Number: | CC-2024-105 | Date Reported: | 2024-06-16 |
| Time Reported: | 2:15 PM | Location: | Main Branch - Customer Service Desk |

Customer Details

| | | | |
|----------------|----------------------|-----------------|----------------|
| Name: | Jane Smith | Contact Number: | (555) 234-6789 |
| Email Address: | jane.smith@email.com | | |

Complaint Description

Customer reported that she received the wrong product after placing an online order. The item delivered did not match her purchase description (ordered: Bluetooth Headphones, received: Wired Earbuds). She expressed dissatisfaction with the resolution time and the response from support staff.

Details of Incident

- Date of occurrence: 2024-06-15
- Order Number: ORD958231
- Product Ordered: Bluetooth Headphones
- Product Received: Wired Earbuds
- Initial Response: Offered replacement; customer unsatisfied with timeline

Actions Taken

- Confirmed order details and error with fulfillment department.
- Apologized to customer and escalated case to supervisor.
- Arranged express shipping for correct product.
- Offered \$15 gift card as a goodwill gesture.

Resolution Status

| | | | |
|---------|----------|--------------|------------|
| Status: | Resolved | Date Closed: | 2024-06-16 |
|---------|----------|--------------|------------|

Follow-up Actions

- Customer contacted on 2024-06-17 to confirm receipt and satisfaction.
- Reviewed fulfillment and packaging process with warehouse team.
- Report logged for management review and staff training.