

# Service Quality Complaint Record Form

Date of Complaint:

Customer Name:

Contact Information:

Phone or Email

Type of Service:

Complaint Details:

Date of Incident (if different):

Action Taken / Resolution Provided:

Staff Responsible:

Status:

Pending

Submit Complaint

## Sample Entry

Date of Complaint	Customer Name	Contact Info	Type of Service	Complaint Details	Action Taken	Staff Responsible	Status
2024-05-15	Jane Doe	jane.doe@email.com	Online Support	Delay in response to service request; issue unresolved for 3 days.	Customer was contacted, apology issued, and issue was resolved within 24 hours.	John Smith	Resolved