

Customer concern report

Name of representative:

Customer name:

Hotel/Apartment name:

Room number:

Date concern raised:

What were the customer's main concerns?

Who was it reported to?

Concern/complaint details (please be as accurate as possible):

Corrective action taken by representative:

Date Head Office notified:

By whom:

Customer name:

Customer signature:

Date:

Representative name:

Representative signature:

Date: