

Complaint Handling Script + Resolution Log

A calm, structured way to resolve issues and protect your reputation.

The 6-step complaint script

- 1) Acknowledge: “Thanks for telling me — I understand this is frustrating.”
- 2) Clarify facts: “Can I confirm exactly what happened and when?”
- 3) Take ownership: “We’ll sort this. Here’s what I’m going to do next.”
- 4) Set a timeframe: “You’ll hear from me by [time/date].”
- 5) Offer options (where possible): “We can do A or B — which do you prefer?”
- 6) Confirm resolution: “To confirm, we’ve agreed [X]. I’ll follow up after completion.”

Resolution log (use for tracking)

Date	Customer	Issue	Owner	Action plan	Due date	Outcome	Customer satisfied ? (Y/N)