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| **Log Details** | | | |
| **Last Updated On:** | **07-Feb-2018** | **Updated By:** | **Shlomo Tenez** |
| **Division:** | **IT Service Desk** | **Team:** | **Membership Escalation** |

| **Customer Complaint Log** |
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| **Reference Number[[1]](#footnote-1)** | **Complaint Keywords** | **Received On** | **Resolved On** | **Comments** |
| --- | --- | --- | --- | --- |
| DIS-223-72A | **Discount, Membership, Website** | 05-Feb-2018, 1:09 PM | 05-Feb-2018, 3:12 PM | Resolved to the client’s satisfaction |
| MGH-409-19G | **Rebate, Return, Broken Arrival of Goods** | 06-Feb-2018, 1:16 AM | 07-Feb-2018, 2:01 PM | Escalation required, customer demanded larger compensation than the regulations allow. Issue was resolved and approved by team lead |
| JER-248-86H | **Size, Technical Spec, Website** | 05-Feb-2018, 9:42 PM | 07-Feb-2018, 8:16 AM | The size mentioned on the site was larger than the actual item. Product owner was alerted and changed the specifications on the site |
| CTR-721-02Q | **Colour, Website, Long shipment** | 08-Feb-2018, 10:37 PM | **Pending** | Requested colour is out of stock, ordered form the main warehouse, 15% discount was offered due to long arrival time |
| LOP-010-61M | **Parcel not arrived, Full rebate** | 03-Feb-2018, 11:21 AM | **Pending** | The customer was asked to wait an additional week, if parcel won’t arrive a full rebate will be offered |

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| **Lessons Learned and Escalations** |

The following lessons were learned as a result of one (or more) complaints –

1. Add the possibility or renewing (or joining) the membership of the frequent buyer club via the website
2. Offer an automatic full rebate to customers who haven’t received their parcel until their promised due date

The following escalations were made –

1. When a customer requested a larger compensation than the default one. Request was approved by Dave C. Clark, Head of the “Customer Success” team

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| **Authorized By:** | | Signature: | |
| Name: | **Blaire Cummings** |
| Role: | **Head of IT service Desk** | Approval Date: | **12-Feb-2018** |

1. Clicking on the Reference Number will open the full complaint record (if the system is configured to do so) [↑](#footnote-ref-1)