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|  |  | **Complaint Number:** | DIS-223-72A |

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| **Complaint Details** | | | | |
| **Customer’s Name:** |  | **Complaint Raised By:** | Sven Halverson | |
| **E-Mail:** | shalv@example.com | **Mobile:** | | +1-818-5523-657 |
| **Complaint Received On:** | Company’s Website | **Preferred Means of Communication:** | | E-Mail |
| **Date of Complaint:** | 05-Feb-2018 | **Hour of Complaint:** | | 11:49 AM |
| **Service Affected:** | Customer Discount |  | |  |

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| **The Complaint** – |
| To whomever it may concern,  I recently tried to order an item on your website, and upon proceeding to checkout I didn’t receive the frequent customer discount of 20% as promised on the site.  I have been a member of the frequent buyer club for over 5 years, and renewed my subscription for this year (2018).  Please update my personal details, to include the membership.  Thank you,  Sven H. |

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| **Complaint Resolution** | | | |
| **Complaint Received By**: | Karen Davidovitch | **Received On**: | 05-Feb-2018, 1:09 PM |
| **Actions Taken to Resolve the Complaint –**   1. The customers’ ticket was refreshed, in order to receive the latest information regarding his recent purchases. 2. One of the recent purchases was indeed the yearly membership fee, which was received on 05-Jan-2018. 3. The ticket was manually updated to add the yearly membership. 4. The customer received an additional 10% discount for his troubles. | | | |
| **Timestamp of Complaint Resolution**: | 05-Feb-2018, 3:12 PM | **Escalation Needed?** | No |

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| **Improvement Measures** |
| 1. The website admin needs to add the ability of current members to renew their membership on the website and just at the checkout counters in the stores. 2. This should be completed by 28-Feb, and should cost around 40 developer hours. 3. Offer a 10% discount on the first procurement event for any customer who wasn’t able to renew their membership via the website. |

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| **Authorization** | | | |
| The following measure were approved –   1. Offer a 10% discount on the first procurement event for any customer who wasn’t able to renew their membership via the website   **The rest of the measures were not approved.** | | | |
| **Approved By:** | Samantha B. Horsley | **Position:** | IT Service Desk Manager |
| **Date:** | 06-Feb-2018 | **Signature:** |  |