

# Service Dissatisfaction and Resolution Template

This template is designed to document customer dissatisfaction regarding services provided and to track the agreed-upon resolution. Fill out the fields below and print this document for physical filing or signature acquisition.

## 1. Customer and Transaction Information

Customer Name:

Contact Phone Number:

Email Address:

Transaction / Order / Account Number:

Date of Service:

## 2. Details of Dissatisfaction

Department or Location of Incident:

Name of Staff Member(s) Involved:

Description of the Issue / Dissatisfaction:

Expected Service Standard vs. Received Service:

## 3. Proposed Resolution Plan

Customer's Desired Outcome / Remedy:

Company Action Plan / Corrective Action to Be Taken:

Compensation or Goodwill Offer (Refund, Credit, Free Service):

## 4. Signatures and Finalization

Company Representative Name:

Company Representative Signature:

Customer Signature (Acknowledging Resolution):

Date of Resolution Agreement:

