

Monthly Customer Complaint Summary Report

Complete this template at the end of each month to summarize customer complaint data, identify trends, and track resolution progress.

1. Report Information

Reporting Month/Year:

Prepared By:

Department/Division:

Date Prepared:

2. Key Performance Metrics

Total Complaints Received:

Total Complaints Resolved:

Total Complaints Pending/Open:

Total Escalated to Management:

Average Resolution Time (Days):

3. Complaint Breakdown by Category

Complaint Category	Number of Complaints	% of Total	Primary Root Cause
Product Quality / Defect	<input type="text" value="0"/>	<input type="text" value="0%"/>	<input type="text" value="Details"/>
Delivery / Shipping Delay	<input type="text" value="0"/>	<input type="text" value="0%"/>	<input type="text" value="Details"/>
Customer Service / Staff Behavior	<input type="text" value="0"/>	<input type="text" value="0%"/>	<input type="text" value="Details"/>
Billing / Invoicing Error	<input type="text" value="0"/>	<input type="text" value="0%"/>	<input type="text" value="Details"/>
Website / Technical Issues	<input type="text" value="0"/>	<input type="text" value="0%"/>	<input type="text" value="Details"/>
Other	<input type="text" value="0"/>	<input type="text" value="0%"/>	<input type="text" value="Details"/>

4. Top 3 Critical Issues & Corrective Actions

Issue 1

Description of Issue:

Corrective/Preventive Action Taken:

Issue 2

Description of Issue:

Corrective/Preventive Action Taken:

Issue 3

Description of Issue:

Describe the third major is

Corrective/Preventive Action Taken:

Steps taken to prevent rec

5. Monthly Trends and Observations

Summary of monthly trends compared to previous month:

e.g., 10% decrease in billi

6. Sign-off and Approvals

Reviewed By (Name & Title):

Signature:

Date: