

Online Complaint Form Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Use these fields as a starting point. They are optional in this demo; in a live process, explain which details are necessary for a reply and why. Ask for the minimum information needed to investigate.

1. What name should the team use when replying?

2. What email address should the team use for this complaint?

3. Which product, service, location or membership does the complaint concern?

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4. When did the issue happen or become apparent?

5. Which category best describes the complaint?

- ☐ Service quality
- ☐ Staff communication
- ☐ Delay or availability
- ☐ Billing or charge
- ☐ Product issue
- ☐ Policy or process
- ☐ Accessibility
- ☐ Another category
- ☐ Not sure

6. What happened? Include the key sequence and avoid sensitive information.

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7. What outcome or response are you seeking?
