Cleaning Customer Complaint Log

One sheet per complaint: what the customer said, who went, what was done, the photo, and the follow-up call

Company _____ Prepared by _____ Date _____

The Call

- [ ] Site name, date and the time the complaint came in
- [ ] Who called, and how to reach them
- [ ] What they said, written as close to their words as you can
- [ ] Where in the building, down to the floor and the area
- [ ] How urgent: health or safety, today, or next visit

The Response

- [ ] Who was sent, and the time they were sent
- [ ] Time they arrived and time the work was done
- [ ] What was done, in one or two lines
- [ ] Photo taken after the fix
- [ ] Supplies used up or needed, noted for the office

The Customer

- [ ] Customer told it was fixed, with the time and the photo
- [ ] Anything else the customer asked for while you had them
- [ ] Any promise made, with a date

The Cause

- [ ] One-off event, or a miss in the regular clean

- [ ] If a miss: which checklist line it falls under
- [ ] Same complaint at this site before, with dates
- [ ] Change made so it does not come back (crew, checklist, frequency, training)
- [ ] Area added to the next inspection to confirm the change held

Review cadence

Every complaint	Fill in The Call and The Response the same day
Within a day	Tell the customer it was fixed, and record it
Weekly	Owner or operations manager reads the week's logs and fills in The Cause
Before renewal	Pull every log for the site to show response times and what changed

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