

# Complaints Summary Document

## Document Details

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## Summary Overview

This document provides a summary of customer complaints received during the reporting period. It highlights main issues, actions taken, and their resolutions to aid in process improvement and customer satisfaction.

## Complaints Table

#	Date	Complainant	Issue	Status	Resolution
1	2024-06-02	John Smith	Delayed shipment	Resolved	Order expedited, apology issued
2	2024-06-05	Maria Lee	Incorrect item received	Resolved	Replacement sent
3	2024-06-10	Ali Rahman	Poor support response	In Progress	Support team follow-up pending

## Key Observations

- Most complaints relate to delivery and order fulfillment.
- Resolution times have improved compared to the previous period.
- No repeat complaints from previously resolved cases.

## Important Notes

- Always verify the details of each complaint for accuracy.
- Document should be updated regularly to reflect most current status.
- Maintain confidentiality when sharing customer information.
- Use findings to implement preventive actions for recurring issues.