

OPERATIONS CUSTOMER COMPLAINT TRACKING

TEMPLATE

Tool to record, manage, and resolve customer complaints efficiently.

CUSTOMER COMPLAINTS										
DATE	TIME	NAME	CONTACT INFORMATION	COMPLAINT DESCRIPTION	STATUS	ASSIGNED TO	START DATE	END DATE	RESOLUTION	REMARKS
2023-01-01	10:00	John Doe	123-456-7890	Product defect	Open	John Doe	2023-01-01	2023-01-05	Product replaced	
2023-01-02	15:30	Jane Smith	987-654-3210	Service issue	In Progress	Jane Smith	2023-01-02	2023-01-10	Service provided	
2023-01-03	09:15	Mike Johnson	555-123-4567	Delivery problem	Resolved	Mike Johnson	2023-01-03	2023-01-03	Package delivered	
2023-01-04	18:45	Sarah Lee	444-333-2222	Refund request	Pending	Sarah Lee	2023-01-04	2023-01-08	Refund processed	
2023-01-05	11:20	David Kim	333-222-1111	Warranty claim	Open	David Kim	2023-01-05	2023-01-12	Warranty claim filed	
2023-01-06	14:00	Emily White	222-111-0000	Product recall	Open	Emily White	2023-01-06	2023-01-06	Product recalled	
2023-01-07	08:30	Chris Brown	111-000-9999	Customer support	Open	Chris Brown	2023-01-07	2023-01-07	Issue resolved	
2023-01-08	16:00	Alex Green	000-999-8888	Product defect	Open	Alex Green	2023-01-08	2023-01-11	Product replaced	
2023-01-09	12:45	Mia Black	999-888-7777	Service issue	In Progress	Mia Black	2023-01-09	2023-01-13	Service provided	
2023-01-10	10:10	Noah Grey	888-777-6666	Delivery problem	Resolved	Noah Grey	2023-01-10	2023-01-10	Package delivered	
2023-01-11	17:30	Olivia Blue	777-666-5555	Refund request	Pending	Olivia Blue	2023-01-11	2023-01-15	Refund processed	
2023-01-12	09:00	Liam Red	666-555-4444	Warranty claim	Open	Liam Red	2023-01-12	2023-01-18	Warranty claim filed	
2023-01-13	13:15	Sophia Purple	555-444-3333	Product recall	Open	Sophia Purple	2023-01-13	2023-01-13	Product recalled	
2023-01-14	11:40	Ethan Yellow	444-333-2222	Customer support	Open	Ethan Yellow	2023-01-14	2023-01-14	Issue resolved	
2023-01-15	15:00	Ava Pink	333-222-1111	Product defect	Open	Ava Pink	2023-01-15	2023-01-19	Product replaced	
2023-01-16	08:45	Lucas Brown	222-111-0000	Service issue	In Progress	Lucas Brown	2023-01-16	2023-01-20	Service provided	
2023-01-17	14:30	Isabella Grey	111-000-9999	Delivery problem	Resolved	Isabella Grey	2023-01-17	2023-01-17	Package delivered	
2023-01-18	10:50	Mason Blue	000-999-8888	Refund request	Pending	Mason Blue	2023-01-18	2023-01-22	Refund processed	
2023-01-19	16:20	Evelyn Red	999-888-7777	Warranty claim	Open	Evelyn Red	2023-01-19	2023-01-25	Warranty claim filed	
2023-01-20	09:30	Logan Purple	888-777-6666	Product recall	Open	Logan Purple	2023-01-20	2023-01-20	Product recalled	
2023-01-21	12:00	Grace Yellow	777-666-5555	Customer support	Open	Grace Yellow	2023-01-21	2023-01-21	Issue resolved	
2023-01-22	15:45	Benjamin Pink	666-555-4444	Product defect	Open	Benjamin Pink	2023-01-22	2023-01-26	Product replaced	
2023-01-23	08:15	Charlotte Brown	555-444-3333	Service issue	In Progress	Charlotte Brown	2023-01-23	2023-01-27	Service provided	
2023-01-24	13:00	Henry Grey	444-333-2222	Delivery problem	Resolved	Henry Grey	2023-01-24	2023-01-24	Package delivered	
2023-01-25	10:30	Lily Blue	333-222-1111	Refund request	Pending	Lily Blue	2023-01-25	2023-01-29	Refund processed	
2023-01-26	17:00	James Red	222-111-0000	Warranty claim	Open	James Red	2023-01-26	2023-02-01	Warranty claim filed	
2023-01-27	09:45	Aria Purple	111-000-9999	Product recall	Open	Aria Purple	2023-01-27	2023-01-27	Product recalled	
2023-01-28	14:10	Elijah Yellow	000-999-8888	Customer support	Open	Elijah Yellow	2023-01-28	2023-01-28	Issue resolved	
2023-01-29	11:00	Madison Pink	999-888-7777	Product defect	Open	Madison Pink	2023-01-29	2023-02-02	Product replaced	
2023-01-30	16:30	William Brown	888-777-6666	Service issue	In Progress	William Brown	2023-01-30	2023-02-03	Service provided	
2023-01-31	08:00	Sofia Grey	777-666-5555	Delivery problem	Resolved	Sofia Grey	2023-01-31	2023-01-31	Package delivered	
2023-02-01	12:30	Lucas Blue	666-555-4444	Refund request	Pending	Lucas Blue	2023-02-01	2023-02-05	Refund processed	
2023-02-02	15:15	Olivia Red	555-444-3333	Warranty claim	Open	Olivia Red	2023-02-02	2023-02-08	Warranty claim filed	
2023-02-03	09:00	Benjamin Purple	444-333-2222	Product recall	Open	Benjamin Purple	2023-02-03	2023-02-03	Product recalled	
2023-02-04	13:45	Evelyn Yellow	333-222-1111	Customer support	Open	Evelyn Yellow	2023-02-04	2023-02-04	Issue resolved	
2023-02-05	10:20	Logan Pink	222-111-0000	Product defect	Open	Logan Pink	2023-02-05	2023-02-09	Product replaced	
2023-02-06	17:45	Grace Brown	111-000-9999	Service issue	In Progress	Grace Brown	2023-02-06	2023-02-10	Service provided	
2023-02-07	08:30	Henry Grey	000-999-8888	Delivery problem	Resolved	Henry Grey	2023-02-07	2023-02-07	Package delivered	
2023-02-08	12:10	Lily Blue	999-888-7777	Refund request	Pending	Lily Blue	2023-02-08	2023-02-12	Refund processed	
2023-02-09	16:00	James Red	888-777-6666	Warranty claim	Open	James Red	2023-02-09	2023-02-15	Warranty claim filed	
2023-02-10	09:15	Aria Purple	777-666-5555	Product recall	Open	Aria Purple	2023-02-10	2023-02-10	Product recalled	
2023-02-11	14:00	Elijah Yellow	666-555-4444	Customer support	Open	Elijah Yellow	2023-02-11	2023-02-11	Issue resolved	
2023-02-12	11:30	Madison Pink	555-444-3333	Product defect	Open	Madison Pink	2023-02-12	2023-02-16	Product replaced	
2023-02-13	16:45	William Brown	444-333-2222	Service issue	In Progress	William Brown	2023-02-13	2023-02-17	Service provided	
2023-02-14	08:15	Sofia Grey	333-222-1111	Delivery problem	Resolved	Sofia Grey	2023-02-14	2023-02-14	Package delivered	
2023-02-15	12:45	Lucas Blue	222-111-0000	Refund request	Pending	Lucas Blue	2023-02-15	2023-02-19	Refund processed	
2023-02-16	15:30	Olivia Red	111-000-9999	Warranty claim	Open	Olivia Red	2023-02-16	2023-02-22	Warranty claim filed	
2023-02-17	09:00	Benjamin Purple	000-999-8888	Product recall	Open	Benjamin Purple	2023-02-17	2023-02-17	Product recalled	
2023-02-18	13:15	Evelyn Yellow	999-888-7777	Customer support	Open	Evelyn Yellow	2023-02-18	2023-02-18	Issue resolved	
2023-02-19	10:40	Logan Pink	888-777-6666	Product defect	Open	Logan Pink	2023-02-19	2023-02-23	Product replaced	
2023-02-20	17:00	Grace Brown	777-666-5555	Service issue	In Progress	Grace Brown	2023-02-20	2023-02-24	Service provided	
2023-02-21	08:45	Henry Grey	666-555-4444	Delivery problem	Resolved	Henry Grey	2023-02-21	2023-02-21	Package delivered	
2023-02-22	12:00	Lily Blue	555-444-3333	Refund request	Pending	Lily Blue	2023-02-22	2023-02-26	Refund processed	
2023-02-23	16:30	James Red	444-333-2222	Warranty claim	Open	James Red	2023-02-23	2023-03-01	Warranty claim filed	
2023-02-24	09:15	Aria Purple	333-222-1111	Product recall	Open	Aria Purple	2023-02-24	2023-02-24	Product recalled	
2023-02-25	14:00	Elijah Yellow	222-111-0000	Customer support	Open	Elijah Yellow	2023-02-25	2023-02-25	Issue resolved	
2023-02-26	11:30	Madison Pink	111-000-9999	Product defect	Open	Madison Pink	2023-02-26	2023-03-02	Product replaced	
2023-02-27	16:45	William Brown	000-999-8888	Service issue	In Progress	William Brown	2023-02-27	2023-03-03	Service provided	
2023-02-28	08:15	Sofia Grey	999-888-7777	Delivery problem	Resolved	Sofia Grey	2023-02-28	2023-02-28	Package delivered	
2023-02-29	12:45	Lucas Blue	888-777-6666	Refund request	Pending	Lucas Blue	2023-02-29	2023-03-05	Refund processed	
2023-03-01	15:30	Olivia Red	777-666-5555	Warranty claim	Open	Olivia Red	2023-03-01	2023-03-07	Warranty claim filed	
2023-03-02	09:00	Benjamin Purple	666-555-4444	Product recall	Open	Benjamin Purple	2023-03-02	2023-03-02	Product recalled	
2023-03-03	13:15	Evelyn Yellow	555-444-3333	Customer support	Open	Evelyn Yellow	2023-03-03	2023-03-03	Issue resolved	
2023-03-04	10:40	Logan Pink	444-333-2222	Product defect	Open	Logan Pink	2023-03-04	2023-03-08	Product replaced	
2023-03-05	17:00	Grace Brown	333-222-1111	Service issue	In Progress	Grace Brown	2023-03-05	2023-03-09	Service provided	
2023-03-06	08:45	Henry Grey	222-111-0000	Delivery problem	Resolved	Henry Grey	2023-03-06	2023-03-06	Package delivered	
2023-03-07	12:00	Lily Blue	111-000-9999	Refund request	Pending	Lily Blue	2023-03-07	2023-03-11	Refund processed	
2023-03-08	16:30	James Red	000-999-8888	Warranty claim	Open	James Red	2023-03-08	2023-03-14	Warranty claim filed	
2023-03-09	09:15	Aria Purple	999-888-7777	Product recall	Open	Aria Purple	2023-03-09	2023-03-09	Product recalled	
2023-03-10	14:00	Elijah Yellow	888-777-6666	Customer support	Open	Elijah Yellow	2023-03-10	2023-03-10	Issue resolved	
2023-03-11	11:30	Madison Pink	777-666-5555	Product defect	Open	Madison Pink	2023-03-11	2023-03-15	Product replaced	
2023-03-12	16:45	William Brown	666-555-4444	Service issue	In Progress	William Brown	2023-03-12	2023-03-16	Service provided	
2023-03-13	08:15	Sofia Grey	555-444-3333	Delivery problem	Resolved	Sofia Grey	2023-03-13	2023-03-13	Package delivered	
2023-03-14	12:45	Lucas Blue	444-333-2222	Refund request	Pending	Lucas Blue	2023-03-14	2023-03-18	Refund processed	
2023-03-15	15:30	Olivia Red	333-222-1111	Warranty claim	Open	Olivia Red	2023-03-15	2023-03-21	Warranty claim filed	
2023-03-16	09:00	Benjamin Purple	222-111-0000	Product recall	Open	Benjamin Purple	2023-03-16	2023-03-16	Product recalled	
2023-03-17	13:15	Evelyn Yellow	111-000-9999	Customer support	Open	Evelyn Yellow	2023-03-17	2023-03-17	Issue resolved	
2023-03-18	10:40	Logan Pink	000-999-8888	Product defect	Open	Logan Pink	2023-03-18	2023-03-22	Product replaced	
2023-03-19	17:00	Grace Brown	999-888-7777	Service issue	In Progress	Grace Brown	2023-03-19	2023-03-23	Service provided	
2023-03-20	08:45	Henry Grey	888-777-6666	Delivery problem	Resolved	Henry Grey	2023-03-20	2023-03-20	Package delivered	
2023-03-21	12:00	Lily Blue	777-666-5555	Refund request	Pending	Lily Blue	2023-03-21	2023-03-25	Refund processed	
2023-03-22	16:30	James Red	666-555-4444	Warranty claim	Open	James Red	2023-03-22	2023-03-28	Warranty claim filed	
2023-03-23	09:15	Aria Purple	555-444-3333	Product recall	Open	Aria Purple	2023-03-23	2023-03-23	Product recalled	
2023-03-24	14:00	Elijah Yellow	444-333-2222	Customer support	Open	Elijah Yellow	2023-03-24	2023-03-24	Issue resolved	
2023-03-25	11:30	Madison Pink	333-222-1111	Product defect	Open	Madison Pink	2023-03-25	2023-03-29	Product replaced	
2023-03-26	16:45	William Brown	222-111-0000	Service issue	In Progress	William Brown	2023-03-26	2023-03-30	Service provided	
2023-03-27	08:15	Sofia Grey	111-000-9999	Delivery problem	Resolved	Sofia Grey	2023-03-27	2023-03-27	Package delivered	
2023-03-28	12:45	Lucas Blue	000-999-8888	Refund request	Pending	Lucas Blue	2023-03-28	2023-04-01	Refund processed	
2023-03-29	15:30	Olivia Red	999-888-7777	Warranty claim	Open	Olivia Red	2023-03-29	2023-04-05	Warranty claim filed	
2023-03-30	09:00	Benjamin Purple	888-777-6666	Product recall	Open	Benjamin Purple	2023-03-30	2023-03-30	Product recalled	
2023-03-31	13:15	Evelyn Yellow	777-666-5555	Customer support	Open	Evelyn Yellow	2023-03-31	2023-03-31	Issue resolved	
2023-04-01	10:40	Logan Pink	666-555-4444	Product defect	Open	Logan Pink	2023-04-01	2023-04-05	Product replaced	
2023-04-02	17:00	Grace Brown	555-444-3333	Service issue	In Progress	Grace Brown	2023-04-02	2023-04-06	Service provided	
2023-04-03	08:45	Henry Grey	444-333-2222	Delivery problem	Resolved	Henry Grey	2023-04-03	2023-04-03	Package delivered	
2023-04-04	12:00	Lily Blue	333-222-1111	Refund request	Pending	Lily Blue	2023-04-04	2023-04-08	Refund processed	
2023-04-05	16:30	James Red	222-111-0000	Warranty claim	Open	James Red	2023-04-05	2023-04-11	Warranty claim filed	
2023-04-06	09:15	Aria Purple	111-000-9999	Product recall	Open	Aria Purple	2023-04-06	2023-04-06	Product recalled	
2023-04-07	14:00	Elijah Yellow	000-999-8888	Customer support	Open	Elijah Yellow	2023-04-07	2023-04-07	Issue resolved	
2023-04-08	11:30	Madison Pink	999-888-7777	Product defect	Open	Madison Pink	2023-04-08	2023-04-12	Product replaced	
2023-04-09	16:45	William Brown	888-777-6666	Service issue	In Progress	William Brown	2023-04-09	2023-04-13	Service provided	
2023-04-10	08:15	Sofia Grey	777-666-5555	Delivery problem	Resolved	Sofia Grey	2023-04-10	2023-04-10	Package delivered	
2023-04-11	12:45	Lucas Blue	666-555-4444	Refund request	Pending	Lucas Blue	2023-04-11	2023-04-15	Refund processed	
2023-04-12	15:30	Olivia Red	555-444-3333	Warranty claim	Open	Olivia Red	2023-04-12	2023-04-18	Warranty claim filed	
2023-04-13	09:00	Benjamin Purple	444-333-2222	Product recall	Open	Benjamin Purple	2023-04-13	2023-04-13	Product recalled	
2023-04-14										

Samsung Service Complaint Tracking

Annelies Wilder-Smith

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

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