

### IT Service Complaint Tracking Log

#### Company Information

|                                 |                                  |
|---------------------------------|----------------------------------|
| Log Number: IT-2023-005         | Department: Customer Service     |
| Date Logged: September 14, 2023 | Contact Email: john.d@itcorp.com |
| Logged By: Richard Smith        | Contact Phone: 555 555 5555      |

#### Complainant Information

|                                        |                             |
|----------------------------------------|-----------------------------|
| Name: John Doe                         | Company: Tech Solutions     |
| Contact Email: johnd@techsolutions.com | Contact Phone: 555 555 5555 |

#### Complaint Details

|                                                                                       |                               |
|---------------------------------------------------------------------------------------|-------------------------------|
| Date of Complaint: September 05, 2023                                                 | Type of Service: System Degr. |
| Description: Customer reported slow response time when accessing the online platform. |                               |

#### Actions Taken

|                                                             |
|-------------------------------------------------------------|
| 1. Contacted the customer to gather additional details.     |
| 2. Reviewed server logs to identify any performance issues. |
| 3. Escalated the technical team to investigate the issue.   |

# IT SERVICE COMPLAINT TRACKING LOG TEMPLATE

Capture and organize customer grievances, track resolution progress, and enhance service quality.

INCLUDES 2 PAGES



# Samsung Service Complaint Tracking

**BM King**



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