

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



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