

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	11:00	Jane Smith	987-654-3210	Service issue	In Progress	Jane Smith	2023-01-02	2023-01-10	Service provided	
2023-01-03	09:00	Mike Johnson	555-123-4567	Delivery problem	Resolved	Mike Johnson	2023-01-03	2023-01-03	Package delivered	
2023-01-04	14:00	Sarah Lee	444-333-2222	Refund request	Pending	Sarah Lee	2023-01-04	2023-01-08	Refund processed	
2023-01-05	16:00	David Kim	333-222-1111	Warranty claim	Open	David Kim	2023-01-05	2023-01-12	Warranty claim filed	
2023-01-06	08:00	Emily White	222-111-0000	Account access	Resolved	Emily White	2023-01-06	2023-01-06	Account access restored	
2023-01-07	13:00	Chris Brown	111-000-9999	Software bug	In Progress	Chris Brown	2023-01-07	2023-01-15	Bug reported	
2023-01-08	10:30	Alex Green	000-999-8888	Hardware failure	Open	Alex Green	2023-01-08	2023-01-18	Hardware replaced	
2023-01-09	15:00	Mia Black	999-888-7777	Payment issue	Resolved	Mia Black	2023-01-09	2023-01-09	Payment processed	
2023-01-10	12:00	Noah Gray	888-777-6666	Shipping delay	Resolved	Noah Gray	2023-01-10	2023-01-10	Package shipped	
2023-01-11	09:30	Olivia Blue	777-666-5555	Product recall	Open	Olivia Blue	2023-01-11	2023-01-20	Product recall initiated	
2023-01-12	11:30	Liam Red	666-555-4444	Customer support	In Progress	Liam Red	2023-01-12	2023-01-22	Support provided	
2023-01-13	14:30	Isabella Purple	555-444-3333	Account closure	Resolved	Isabella Purple	2023-01-13	2023-01-13	Account closed	
2023-01-14	10:00	Ethan Yellow	444-333-2222	Product damage	Open	Ethan Yellow	2023-01-14	2023-01-25	Product replaced	
2023-01-15	13:00	Ava Pink	333-222-1111	Service outage	Resolved	Ava Pink	2023-01-15	2023-01-15	Service restored	
2023-01-16	16:00	Lucas Brown	222-111-0000	Software update	In Progress	Lucas Brown	2023-01-16	2023-01-28	Software updated	
2023-01-17	08:30	Sophia Green	111-000-9999	Hardware repair	Open	Sophia Green	2023-01-17	2023-01-30	Hardware repaired	
2023-01-18	11:00	Mason Blue	000-999-8888	Payment dispute	Pending	Mason Blue	2023-01-18	2023-02-05	Payment dispute resolved	
2023-01-19	14:00	Evelyn Red	999-888-7777	Account lockout	Resolved	Evelyn Red	2023-01-19	2023-01-19	Account unlocked	
2023-01-20	10:00	Benjamin Purple	888-777-6666	Product defect	Open	Benjamin Purple	2023-01-20	2023-02-10	Product replaced	
2023-01-21	13:00	Charlotte Yellow	777-666-5555	Service issue	In Progress	Charlotte Yellow	2023-01-21	2023-02-15	Service provided	
2023-01-22	16:00	William Black	666-555-4444	Delivery problem	Resolved	William Black	2023-01-22	2023-01-22	Package delivered	
2023-01-23	09:00	Harper Gray	555-444-3333	Refund request	Pending	Harper Gray	2023-01-23	2023-02-08	Refund processed	
2023-01-24	12:00	James Blue	444-333-2222	Warranty claim	Open	James Blue	2023-01-24	2023-02-18	Warranty claim filed	
2023-01-25	15:00	Amelia Red	333-222-1111	Account access	Resolved	Amelia Red	2023-01-25	2023-01-25	Account access restored	
2023-01-26	10:30	Benjamin Purple	222-111-0000	Software bug	In Progress	Benjamin Purple	2023-01-26	2023-02-20	Bug reported	
2023-01-27	13:00	Emily Yellow	111-000-9999	Hardware failure	Open	Emily Yellow	2023-01-27	2023-02-25	Hardware replaced	
2023-01-28	16:00	Lucas Black	000-999-8888	Payment issue	Resolved	Lucas Black	2023-01-28	2023-01-28	Payment processed	
2023-01-29	08:00	Sophia Gray	999-888-7777	Shipping delay	Resolved	Sophia Gray	2023-01-29	2023-01-29	Package shipped	
2023-01-30	11:00	Mason Blue	888-777-6666	Product recall	Open	Mason Blue	2023-01-30	2023-03-05	Product recall initiated	
2023-01-31	14:00	Evelyn Red	777-666-5555	Customer support	In Progress	Evelyn Red	2023-01-31	2023-03-10	Support provided	
2023-02-01	17:00	Benjamin Purple	666-555-4444	Account closure	Resolved	Benjamin Purple	2023-02-01	2023-02-01	Account closed	
2023-02-02	09:00	Charlotte Yellow	555-444-3333	Product damage	Open	Charlotte Yellow	2023-02-02	2023-03-15	Product replaced	
2023-02-03	12:00	William Black	444-333-2222	Service outage	Resolved	William Black	2023-02-03	2023-02-03	Service restored	
2023-02-04	15:00	Harper Gray	333-222-1111	Software update	In Progress	Harper Gray	2023-02-04	2023-03-20	Software updated	
2023-02-05	10:00	James Blue	222-111-0000	Hardware repair	Open	James Blue	2023-02-05	2023-03-25	Hardware repaired	
2023-02-06	13:00	Amelia Red	111-000-9999	Payment dispute	Pending	Amelia Red	2023-02-06	2023-04-05	Payment dispute resolved	
2023-02-07	16:00	Benjamin Purple	000-999-8888	Account lockout	Resolved	Benjamin Purple	2023-02-07	2023-02-07	Account unlocked	
2023-02-08	08:00	Charlotte Yellow	999-888-7777	Product defect	Open	Charlotte Yellow	2023-02-08	2023-04-10	Product replaced	
2023-02-09	11:00	William Black	888-777-6666	Service issue	In Progress	William Black	2023-02-09	2023-04-15	Service provided	
2023-02-10	14:00	Harper Gray	777-666-5555	Delivery problem	Resolved	Harper Gray	2023-02-10	2023-02-10	Package delivered	
2023-02-11	17:00	James Blue	666-555-4444	Refund request	Pending	James Blue	2023-02-11	2023-04-20	Refund processed	
2023-02-12	09:00	Amelia Red	555-444-3333	Warranty claim	Open	Amelia Red	2023-02-12	2023-04-25	Warranty claim filed	
2023-02-13	12:00	Benjamin Purple	444-333-2222	Account access	Resolved	Benjamin Purple	2023-02-13	2023-02-13	Account access restored	
2023-02-14	15:00	Charlotte Yellow	333-222-1111	Software bug	In Progress	Charlotte Yellow	2023-02-14	2023-05-05	Bug reported	
2023-02-15	10:00	William Black	222-111-0000	Hardware failure	Open	William Black	2023-02-15	2023-05-10	Hardware replaced	
2023-02-16	13:00	Harper Gray	111-000-9999	Payment issue	Resolved	Harper Gray	2023-02-16	2023-02-16	Payment processed	
2023-02-17	16:00	James Blue	000-999-8888	Shipping delay	Resolved	James Blue	2023-02-17	2023-02-17	Package shipped	
2023-02-18	08:00	Amelia Red	999-888-7777	Product recall	Open	Amelia Red	2023-02-18	2023-05-20	Product recall initiated	
2023-02-19	11:00	Benjamin Purple	888-777-6666	Customer support	In Progress	Benjamin Purple	2023-02-19	2023-05-25	Support provided	
2023-02-20	14:00	Charlotte Yellow	777-666-5555	Account closure	Resolved	Charlotte Yellow	2023-02-20	2023-02-20	Account closed	
2023-02-21	17:00	William Black	666-555-4444	Product damage	Open	William Black	2023-02-21	2023-06-05	Product replaced	
2023-02-22	09:00	Harper Gray	555-444-3333	Service outage	Resolved	Harper Gray	2023-02-22	2023-02-22	Service restored	
2023-02-23	12:00	James Blue	444-333-2222	Software update	In Progress	James Blue	2023-02-23	2023-06-10	Software updated	
2023-02-24	15:00	Amelia Red	333-222-1111	Hardware repair	Open	Amelia Red	2023-02-24	2023-06-15	Hardware repaired	
2023-02-25	10:00	Benjamin Purple	222-111-0000	Payment dispute	Pending	Benjamin Purple	2023-02-25	2023-06-20	Payment dispute resolved	
2023-02-26	13:00	Charlotte Yellow	111-000-9999	Account lockout	Resolved	Charlotte Yellow	2023-02-26	2023-02-26	Account unlocked	
2023-02-27	16:00	William Black	000-999-8888	Product defect	Open	William Black	2023-02-27	2023-06-25	Product replaced	
2023-02-28	08:00	Harper Gray	999-888-7777	Service issue	In Progress	Harper Gray	2023-02-28	2023-06-30	Service provided	
2023-02-29	11:00	James Blue	888-777-6666	Delivery problem	Resolved	James Blue	2023-02-29	2023-02-29	Package delivered	
2023-03-01	14:00	Amelia Red	777-666-5555	Refund request	Pending	Amelia Red	2023-03-01	2023-07-05	Refund processed	
2023-03-02	17:00	Benjamin Purple	666-555-4444	Warranty claim	Open	Benjamin Purple	2023-03-02	2023-07-10	Warranty claim filed	
2023-03-03	09:00	Charlotte Yellow	555-444-3333	Account access	Resolved	Charlotte Yellow	2023-03-03	2023-03-03	Account access restored	
2023-03-04	12:00	William Black	444-333-2222	Software bug	In Progress	William Black	2023-03-04	2023-07-15	Bug reported	
2023-03-05	15:00	Harper Gray	333-222-1111	Hardware failure	Open	Harper Gray	2023-03-05	2023-07-20	Hardware replaced	
2023-03-06	10:00	James Blue	222-111-0000	Payment issue	Resolved	James Blue	2023-03-06	2023-03-06	Payment processed	
2023-03-07	13:00	Amelia Red	111-000-9999	Shipping delay	Resolved	Amelia Red	2023-03-07	2023-03-07	Package shipped	
2023-03-08	16:00	Benjamin Purple	000-999-8888	Product recall	Open	Benjamin Purple	2023-03-08	2023-07-25	Product recall initiated	
2023-03-09	08:00	Charlotte Yellow	999-888-7777	Customer support	In Progress	Charlotte Yellow	2023-03-09	2023-07-30	Support provided	
2023-03-10	11:00	William Black	888-777-6666	Account closure	Resolved	William Black	2023-03-10	2023-03-10	Account closed	
2023-03-11	14:00	Harper Gray	777-666-5555	Product damage	Open	Harper Gray	2023-03-11	2023-08-05	Product replaced	
2023-03-12	17:00	James Blue	666-555-4444	Service outage	Resolved	James Blue	2023-03-12	2023-03-12	Service restored	
2023-03-13	09:00	Amelia Red	555-444-3333	Software update	In Progress	Amelia Red	2023-03-13	2023-08-10	Software updated	
2023-03-14	12:00	Benjamin Purple	444-333-2222	Hardware repair	Open	Benjamin Purple	2023-03-14	2023-08-15	Hardware repaired	
2023-03-15	15:00	Charlotte Yellow	333-222-1111	Payment dispute	Pending	Charlotte Yellow	2023-03-15	2023-08-20	Payment dispute resolved	
2023-03-16	10:00	William Black	222-111-0000	Account lockout	Resolved	William Black	2023-03-16	2023-03-16	Account unlocked	
2023-03-17	13:00	Harper Gray	111-000-9999	Product defect	Open	Harper Gray	2023-03-17	2023-08-25	Product replaced	
2023-03-18	16:00	James Blue	000-999-8888	Service issue	In Progress	James Blue	2023-03-18	2023-08-30	Service provided	
2023-03-19	08:00	Amelia Red	999-888-7777	Delivery problem	Resolved	Amelia Red	2023-03-19	2023-03-19	Package delivered	
2023-03-20	11:00	Benjamin Purple	888-777-6666	Refund request	Pending	Benjamin Purple	2023-03-20	2023-09-05	Refund processed	
2023-03-21	14:00	Charlotte Yellow	777-666-5555	Warranty claim	Open	Charlotte Yellow	2023-03-21	2023-09-10	Warranty claim filed	
2023-03-22	17:00	William Black	666-555-4444	Account access	Resolved	William Black	2023-03-22	2023-03-22	Account access restored	
2023-03-23	09:00	Harper Gray	555-444-3333	Software bug	In Progress	Harper Gray	2023-03-23	2023-09-15	Bug reported	
2023-03-24	12:00	James Blue	444-333-2222	Hardware failure	Open	James Blue	2023-03-24	2023-09-20	Hardware replaced	
2023-03-25	15:00	Amelia Red	333-222-1111	Payment issue	Resolved	Amelia Red	2023-03-25	2023-03-25	Payment processed	
2023-03-26	10:00	Benjamin Purple	222-111-0000	Shipping delay	Resolved	Benjamin Purple	2023-03-26	2023-03-26	Package shipped	
2023-03-27	13:00	Charlotte Yellow	111-000-9999	Product recall	Open	Charlotte Yellow	2023-03-27	2023-09-25	Product recall initiated	
2023-03-28	16:00	William Black	000-999-8888	Customer support	In Progress	William Black	2023-03-28	2023-09-30	Support provided	
2023-03-29	08:00	Harper Gray	999-888-7777	Account closure	Resolved	Harper Gray	2023-03-29	2023-03-29	Account closed	
2023-03-30	11:00	James Blue	888-777-6666	Product damage	Open	James Blue	2023-03-30	2023-10-05	Product replaced	
2023-03-31	14:00	Amelia Red	777-666-5555	Service outage	Resolved	Amelia Red	2023-03-31	2023-03-31	Service restored	
2023-04-01	17:00	Benjamin Purple	666-555-4444	Software update	In Progress	Benjamin Purple	2023-04-01	2023-10-10	Software updated	
2023-04-02	09:00	Charlotte Yellow	555-444-3333	Hardware repair	Open	Charlotte Yellow	2023-04-02	2023-10-15	Hardware repaired	
2023-04-03	12:00	William Black	444-333-2222	Payment dispute	Pending	William Black	2023-04-03	2023-10-20	Payment dispute resolved	
2023-04-04	15:00	Harper Gray	333-222-1111	Account lockout	Resolved	Harper Gray	2023-04-04	2023-04-04	Account unlocked	
2023-04-05	10:00	James Blue	222-111-0000	Product defect	Open	James Blue	2023-04-05	2023-10-25	Product replaced	
2023-04-06	13:00	Amelia Red	111-000-9999	Service issue	In Progress	Amelia Red	2023-04-06	2023-10-30	Service provided	
2023-04-07	16:00	Benjamin Purple	000-999-8888	Delivery problem	Resolved	Benjamin Purple	2023-04-07	2023-04-07	Package delivered	
2023-04-08	08:00	Charlotte Yellow	999-888-7777	Refund request	Pending	Charlotte Yellow	2023-04-08	2023-11-05	Refund processed	
2023-04-09	11:00	William Black	888-777-6666	Warranty claim	Open	William Black	2023-04-09	2023-11-10	Warranty claim filed	
2023-04-10	14:00	Harper Gray	777-666-5555	Account access	Resolved	Harper Gray	2023-04-10	2023-04-10	Account access restored	
2023-04-11	17:00	James Blue	666-555-4444	Software bug	In Progress	James Blue	2023-04-11	2023-11-15	Bug reported	
2023-04-12	09:00	Amelia Red	555-444-3333	Hardware failure	Open	Amelia Red	2023-04-12	2023-11-20	Hardware replaced	
2023-04-13	12:00	Benjamin Purple	444-333-2222	Payment issue	Resolved	Benjamin Purple	2023-04-13	2023-04-13	Payment processed	
2023-04-14	15:00	Charlotte Yellow								

Samsung Service Complaint Tracking

CL Gary

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the 'CL Gary' text.

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