

Guest incident & complaint log

Free guest incident and complaint log template in PDF and Excel. Records what happened, what was offered, the cost of the resolution and whether the guest was followed up.

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Log every complaint, including the ones resolved instantly. The pattern is the value, not the individual entry.

Record what was offered and what it cost – service recovery spend is usually higher than the fix that would prevent it.

This log contains personal data. Store it securely, record only what you need, and follow your own data protection and retention obligations.