

OPERATIONS & DELIVERY — MODULE 15

# LEARN Complaint Response Template

Handle complaints using the Listen-Empathise-Apologise-Resolve-Notify framework.

Name:	Date:
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Use one sheet per complaint. Complete during or immediately after the conversation.

Guest Name	Date

L — LISTEN (SUMMARISE THE COMPLAINT)

E — EMPATHISE (WHAT YOU SAID TO VALIDATE THEIR FEELINGS)

A — APOLOGISE (YOUR EXACT WORDS)

R — RESOLVE (WHAT WAS AGREED/OFFERED)

N — NOTIFY (WHO WAS BRIEFED, WHAT WAS CHANGED TO PREVENT RECURRENCE)

FOLLOW-UP ACTION AND DATE

ROOT CAUSE

