Guest Complaint Escalation Matrix

Severity, ownership, response, and resolution guidance.

Property: _____ Date / Shift: _____

Checklist item / field	Status / details
Log complaint time, channel and room/visit reference	_____
Categorize safety, urgent service, or routine concern	_____
Assign owner and first-response target based on hotel policy	_____
Notify duty manager for serious incidents	_____
Document guest updates and promised follow-up	_____
Escalate overdue or unresolved complaints	_____
Record resolution, feedback and learning	_____

Exceptions, follow-up owner, due time:

_____

Reviewed by: _____ Follow-up date: _____

Adapt to your property procedures and local requirements. This is an illustrative operational aid, not a mandatory standard.