

★ Complaint & Billing Issue Call Log:

SECTION 1 — Contact Details:

- **Company Name:** _____
- **Date and Time of Contact:** _____
- **Method:** ☐ Phone ☐ Email ☐ Chat ☐ In-Person _____
- **Phone # Dialed / Website Used:** _____
- **Time on Hold** (minutes/hours before anyone answered): _____
- **Representative Name & ID (if given):** _____
- **Department:** _____
- **Rep Location / Call Center Region:** _____
- **Was the call recorded?** ☐ Yes ☐ No ☐ Unknown

SECTION 3 — Identity Verification:

- **Information they asked you to verify:** _____
- **Account number used during the call:** _____
- **Did they reference previous notes?** ☐ Yes ☐ No
 - If yes, what did they say? _____

SECTION 4 — Transfers & Escalations:

- **Were you transferred?** ☐ Yes ☐ No
- **Transferred to (Name + Department):** _____
- **Reason for transfer:** _____
- **Did you request a supervisor?** ☐ Yes ☐ No
- **Supervisor Name + ID:** _____
- **Escalation Case Number:** _____

SECTION 5 — Issue Summary:

- a) **What You Explained:** _____
- b) **Representative's Explanation / Findings** (Include exact phrases when possible.): _____

- c) **Policies or Regulations They Referenced:** _____
- d) **Troubleshooting Steps They Asked You to Perform:** _____

SECTION 6 — Promised Actions:

- **Action Promised:** ☐ Refund ☐ Investigation ☐ Callback ☐ Adjustment ☐ Other: _____

- **Expected Timeline:** _____
- **Confirmation or Case Number:** _____
- **Email or Text Confirmation Received?** ☐ Yes ☐ No

SECTION 7 — Follow-Up Requirements: Your Tasks

- Documents to send: _____
- Screenshots or proof to gather: _____
- Deadline they gave you: _____

Their Tasks:

- Who will contact you: _____
- How they will contact you: Phone / Email / Text: _____
- When they will contact you: _____

SECTION 8 — Call Quality & Professionalism:

- **Rep's tone:** Helpful / Neutral / Rushed / Dismissive / Rude _____
- **Did they interrupt you?** Yes / No _____
- **Did they refuse to answer a direct question?** Yes / No _____
- **Did they give contradictory information?** Yes / No _____
- **Did they blame another department?** Yes / No _____

SECTION 9 — Outcome Tracking:

- **Was your issue resolved?** Yes / No / Partially _____
- **Did they miss the promised timeline?** Yes / No _____
- **Did you need to call again?** Yes / No _____
- **Did the next rep contradict the previous rep?** Yes / No _____

SECTION 10 — Attachments & Evidence (attach these to this call log):

- ☐ Payment receipts ☐ Bank statements showing charges ☐ Screenshots of bills ☐ Copies of emails
- ☐ Photos of mailed letters ☐ Chat transcripts ☐ Screenshot of your phone call log ☐ Notes from previous calls
- ☐ Any confirmation messages: ☐ other _____

SECTION 11 — Your Notes:

- **Emotional notes:** (Stress, frustration, confusion, relief, etc.)
- **Time wasted:**
- **Next steps you plan to take:** _____

- **Call Duration:** _____