Klarstig

Field Service Manufacturing Customer Complaint

FICTIONAL EXAMPLE FOR ILLUSTRATION. NAMES, ADDRESSES AND NUMBERS ARE INVENTED.

Explain the concern, its effect and the resolution you are seeking. Include specific dates and facts so the receiving team can investigate fairly.

Contact and reference

Organization using this document

Maple Street Community Center

Your name or contact reference *

Alex Rivera

Email for a reply if needed

alex.rivera@example.com

Information for this document

Main concern *

The Saturday session started 20 minutes late because the room was double-booked; no other exceptions.

Date or period concerned *

November 14, 2026

Relevant order case or relationship

REF-2026-0145

How this affected you or your organization *

Reach more local families this year and support a youth reading program with visible community results.

Steps already taken

Replaced the faulty door latch on 14 November; next review of the entrance checklist is due 1 December.

Outcome you would like *

Reach more local families this year and support a youth reading program with visible community results.

Preferred response method

Phone

Specific details

Customer relationship or transaction reference

Complete when relevant to this request.

REF-2026-0150

Product service or interaction that explains this request

Replaced the faulty door latch on 14 November; next review of the entrance checklist is due 1 December.

Operating context

Plant production line or item reference

Complete when relevant to this request.

REF-2026-0152

Production schedule specification revision and quality requirements

(Free-text answer - not filled in for this example)

Team specific details

Service territory visit or assigned technician

Complete when relevant to this request.

Operations

Site access appointment window parts and completion handover

(Free-text answer - not filled in for this example)

Limitations and what needs setup

- Submitting the form records the answers in your workspace. It does not approve, schedule, charge or reply on its own unless you add that step to the workflow.
- Email notifications, approval routing, document generation and connections to other systems are available but not switched on until you configure them.

Want help tailoring this form? Free, Starter and Pro include five personal setup sessions, up to 30 minutes each, per new organization.

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