

COOKIE COMPLAINT FORM

Our cookie customers are very important to us, so good customer service is a must. Many of our customers are people we have developed a relationship with, and they expect us to contact them during cookie sale time. Whether we contact our customers on the phone or in person, it's nice to remember to...

- ☺ Smile – even on the phone.
- ☺ Be polite.
- ☺ Say thank you even if they did not make a purchase.
- ☺ Wear something that identifies you as a Girl Scout – your Girl Scout pins, name tag, and/or uniform.

If you encounter a problem regarding Girl Scout cookies, please make a record of the complaint. Serious complaints must be accompanied with a written report, the box of cookies and the cookie itself, if possible. Any serious problems must be reported immediately to the council product sale staff at (630) 897-1565 or CEO at (847) 741-5558. Copy and/or use the following form to record complaints. Turn in to the council product sale staff.

COOKIE SALE 2010 COMPLAINT

TELEPHONE REPORT

Date & time of this report _____ Report taken by _____

Complaint _____

Name of complainant _____

Address _____

Home Phone _____ Business Phone _____

Date of incident _____ Type of Cookie _____ Code # on box _____

Complainant has cookie ____ yes ____ no Complainant has box ____ yes ____ no

Cookie/box picked up by _____ Date _____

Action taken by person logging complaint _____

Name _____ Service Unit _____ Troop # _____

Signature _____