**SOP 18 – Guest Complaint Handling** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. Listen to the guest calmly and respectfully. Do not interrupt, argue, or dismiss their concern.
2. Take notes as they speak, including:  
   * Date and time
   * Site number or name
   * Summary of the issue
3. Apologize for the inconvenience, even if the issue is not the park’s fault. Remain professional and neutral.
4. If the issue is minor and you are authorized to resolve it (e.g., noise complaint, simple request), do so politely and promptly.
5. If the issue requires management attention (e.g., billing, safety concern, personnel complaint), inform the guest that the General Manager will follow up shortly.
6. Notify the General Manager or on-site lead immediately and relay full details.
7. Complete a Guest Complaint Log or Incident Report with:  
   * Description of the complaint
   * Actions taken
   * Names of any involved staff or guests
8. Do not promise refunds, upgrades, or corrective actions unless specifically directed by management.
9. All complaints must be documented, even if resolved on the spot.
10. Management will handle any follow-up contact, compensation decisions, or escalation.