**SOP 60 – Incident Involving Guest Complaint About Another Guest’s Behavior** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. When a guest reports inappropriate, rude, threatening, or uncomfortable behavior by another guest, listen calmly and document the concern without judgment.
2. Do not dismiss or downplay the complaint. Assure the reporting guest that the concern will be handled discreetly and professionally.
3. Notify the General Manager or on-site lead as soon as possible.
4. Record:  
   * Time, date, and location of the reported behavior
   * Names or site numbers of those involved (if known)
   * Specific behavior described
   * Any witnesses or staff present
5. Do not approach or confront the accused guest unless directed by management.
6. If the complaint involves harassment, threats, or unsafe conduct, treat it as a serious incident and follow applicable SOPs (e.g., criminal incident, harassment, or removal procedures).
7. Complete an Incident Report including:  
   * Guest’s statement and tone
   * Nature of the behavior reported
   * Whether police or other authorities were involved
8. Maintain confidentiality for both parties. Do not share complaint details with other guests or staff outside of management.
9. Management will investigate and decide on appropriate action: a warning, mediation, relocation, or removal from the property.
10. Document all follow-up, including how the issue was resolved and whether the guest was satisfied with the response.