



# The Williamsport Home

## 12.1 Resident Concern, Complaint, and/or Suggestion Form

Resident Name \_\_\_\_\_ Date \_\_\_\_\_

Individual Voicing Concern \_\_\_\_\_

Relationship With Resident \_\_\_\_\_ Phone \_\_\_\_\_

Nature of Comment \_\_\_\_\_

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Investigated By \_\_\_\_\_

Results of Investigation \_\_\_\_\_

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Response to Comment (Letter, Phone Call, Date of Resolution, etc.) \_\_\_\_\_

Staff Member Completing Form \_\_\_\_\_

Executive Director Signature \_\_\_\_\_



**Welcome Open Communication**

**Empathy for situations and  
relationships**

**Compassion in our daily actions**

**Actions speak louder than words**

**Respect one another**

**Exceed expectations**

*At the Williamsport Home, we strive to meet our mission: our commitment to our mission includes our customer service and customer appreciation initiative, WE CARE. Voicing your concerns is an important part of this commitment. This concern log gives you the opportunity to voice your concerns through welcome communication while giving us the opportunity to continue to work toward exceeding your expectations.*

*True customer service requires prompt response to your concerns.*

