

PINE LAKES COUNTRY CLUB

Customer Service Form

While we are attempting to ensure a harmonious community atmosphere, sometimes incidents occur which infringe on your enjoyment. In order to remedy the situation, all compliments, concerns or suggestions should be written and submitted to the front office. You will be acknowledged within 24 business hours, and your concern will be reviewed by management and resolved as soon as possible.

| |
|---|
| What Type Of Concern Do You Have? <input type="checkbox"/> Compliment <input type="checkbox"/> Suggestion <input type="checkbox"/> Concern |
|---|

| | |
|---------------------------------|---------------------|
| Your Contact Information | |
| Name: _____ | Phone Number: _____ |
| Address: _____ | Site: _____ |
| Email Address: _____ | |

| | |
|---|----------------|
| If your concern is about a particular resident or address, fill out the below information. | |
| Name: _____ | Address: _____ |

| | |
|--|--|
| Details (be specific, date, time and place) | |
| _____ | |
| _____ | |
| _____ | |
| _____ | |
| _____ | |
| _____ | |
| _____ | |

| | |
|--|----------------------------|
| Sign here: _____ | Today's Date: _____ |
| By signing the Customer Service form, you attest to the accuracy of the information you have submitted. Your information will be held in strict confidence. In the event of a trial, you may be called as a witness. | |

| | |
|--------------------------------------|-------------|
| Office Use Only | |
| Resident 24 Hour Notification: _____ | Date: _____ |
| Resolved By: _____ | Date: _____ |
| Resolution: _____ | |
| _____ | |
| _____ | |
| Management Rep. Reviewer: _____ | Date: _____ |