



No Follow-Up Report - Discrepancy Form

Please email completed form to: Jennifer.fleck@us.mcd.com or fax to 734-629-1850 (no cover sheet needed)

Requirements for Removal from the No Follow-Up Report:

- 2 phone attempts to the customer (must document date & times below)
- 1 letter:/email to the customer (copy of letter must be attached)

If you do not have 3 attempts of communication documented then forms will be reviewed on a case by case basis.

CASE ID #	
CUSTOMER NAME	

CALLER INFORMATION

Name:	Title:
National Store #:	Owner Operator:

#1 Phone Attempt Date: Time:

#2 Phone Attempt Date: Time:

#3 Written Letter (include copy) Date:

Did you make contact with the customer? YES / NO

If yes, please provide a brief summary of the conversation / outcome:

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Check here if this complaint was assigned incorrectly from the call center and needs to be reassigned.

Reason:

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Who sure we contact regarding discrepancy form approval/denial?

Name:
Email Address:
Phone: