

# COFFEE SHOP COMPLAINTS PROCEDURE

*Version 2.0 — Brewed Fresh Daily*

## 1. Purpose

This procedure outlines how customers may lodge complaints regarding their coffee, service, ambience, or the existential disappointment of receiving a latte that “just doesn’t taste like last time”.

## 2. Scope

This policy applies to all customers who:

- Ordered something they can’t pronounce
- Expected the barista to read their mind
- Believe oat milk is a human right
- Think “extra hot” means “molten lava”

## 3. Definitions

- **Complaint:** Any expression of dissatisfaction, including but not limited to eyebrow raises, passive-aggressive comments, or sighs audible from three tables away.
- **Minor Issue:** Foam density not matching the customer’s internal foam-to-life-balance ratio.
- **Major Issue:** Latte art not Instagrammable.
- **Critical Issue:** Barista spelled your name correctly, ruining the joke.

## 4. How to Submit a Complaint

Complaints may be submitted through any of the following official channels:

- Approaching the counter with the “I don’t want to be a bother but...” face
- Whispering to your friend loudly enough for staff to hear
- Staring at your cup as though it has personally betrayed you
- Leaving a review online that begins with “I never leave reviews but...”

## 5. Acknowledgement of Complaint

Upon receiving a complaint, staff will:

- Nod sympathetically
- Say "Oh no, I'm so sorry about that"
- Secretly wonder how you survived the rest of your life if this is upsetting
- Offer to remake the drink with the enthusiasm of someone who has remade 47 drinks today

## 6. Investigation Procedure

The barista will conduct a thorough investigation, which may include:

- Inspecting the beverage like a forensic scientist
- Asking clarifying questions such as "When you say too strong, do you mean too strong or just strong?"
- Consulting the espresso machine, which remains silent but judgmental
- Recreating the drink with the precision of a caffeinated chemist

## 7. Resolution Options

Resolutions may include:

- A fresh drink
- A complimentary biscuit (subject to availability and staff remembering where they put them)
- A loyalty card stamp you definitely didn't earn
- A sincere apology accompanied by a smile that says "I'm trying my best, Karen"

## 8. Appeals Process

If the customer remains unsatisfied, they may escalate their complaint by:

- Asking to speak to "someone in charge"
- Dramatically removing their sunglasses indoors
- Mentioning they "work in customer service too"

Appeals may be denied for the following reasons:

- The complaint is about something that is, in fact, your fault
- You ordered decaf and expected happiness

- You asked for “just a normal coffee” without defining what that means

## **9. Record Keeping**

All complaints will be recorded in the Official Coffee Shop Memory Bank, which is stored exclusively in the collective consciousness of the staff and will be recalled at inconveniently funny moments.

## **10. Policy Review**

This policy will be reviewed whenever:

- A new milk alternative is invented
- A customer discovers a new way to be offended by foam
- The barista has had enough caffeine to care