

Report of Customer Injury or Accident

Fill out the information requested below and contact your DM immediately.

Date of incident: _____

Customer name: _____ Age: _____

Parent's name (If injured person is a minor): _____

Address: _____

City: _____ State: _____ Zip code: _____

Phone number: _____

Location where injury occurred: _____

Name(s) of employee(s) or customers who witnessed incident and/or spoke with the customer:

Brief description of incident:

This completed form should be turned in to the store manager and a copy should be sent to office@wendysidaho.com after contacting your DM.

Handling Customer Incidents

Do:

1. Identify yourself.
2. Listen to the customer and show sympathy.
3. Acknowledge the incident to the customer. ("I'm very sorry you had this experience.")
4. If appropriate, reimburse the customer for their meal(s).
5. If the incident was not resolved in the restaurant, let the customer know the information will be sent to our office someone will be calling them.
6. Follow up immediately on any promises or representations made to the customer.
7. When talking to the customer about the problem, use the word "incident" or "your experience".
8. Recognize customers come into Wendy's to eat and don't expect a bad experience.
9. Gather all the information you can about the situation, including photos of the accident area, witness names, addresses, and if possible, a written description of what was observed.
11. Report the incident immediately by filling out the customer injury form at wendysidaho.com/forms, while the customer is there.
12. Notify District Manager of all incidents.

Don't:

1. Don't appear to be in a hurry when dealing with a customer about their problem.
2. Don't use the words: liability, claim, claimant, deny, evidence, negligence, settlement, investigate, or accident.
3. Don't joke or make light of the situation.
4. Don't mislead the customer.
6. Don't offer any monetary compensation beyond the cost of the meal
7. Don't offer reimbursement for medical related expenses.
7. Don't refuse to provide supervisor's names if requested.
8. Don't interrupt or argue with the customer.
9. Don't speculate about the cause or discuss other incidents or accidents with the customer.
10. Don't give out a copy of the incident form.
11. Don't ever sign a customer's statement about the incident.
12. Do not admit to having other similar incidents or problems.



CUSTOMER CLAIMS REPORTING

Manager performs these tasks on any Customer accident or injury:

IF A CUSTOMER RELATED INCIDENT OCCURS...

STEP 1: RESPOND QUICKLY WITH CONCERN AND AID. Offer first aid as appropriate and call 911 if required or requested. Contact GM and DM. Customer's questions about **next steps, payment, treatment, damages, incident report, fault, etc.** will be answered in a follow up phone call from a claims person at corporate.

STEP 2: WHO SAW WHAT HAPPENED? ...CUSTOMER? EMPLOYEE? OTHERS? Fill our Customer Injury form at wendysidaho.com/forms.

STEP 3: WHAT HAPPENED? TAKE PHOTOGRAPHS, GET WRITTEN STATEMENTS, ETC. IMMEDIATELY

For injuries, property damage, or non-food/product incidents:

1. Take photographs of area where it happened including location of caution signs, floor mats, floor conditions, etc.
2. Make note of floor condition, and who mopped floor last, when, what equipment used, etc.
3. Get written witness statements of what they saw, did and heard from customer, employees, other customers. Get name, address, phone, and email address.
4. For property damage, see the directions below.
5. DM will check DVR for video footage of the customer incident. Note time and date of incident as it appears on video. Be aware of when the DVR overwrites (records over) the video, so we do not lose the video.

For food/product incidents:

1. Make every attempt to obtain the object and food. If successful, save food/object and give to GM.
2. Take photographs of the food and object.
3. Offer refund/replacement, if appropriate.
4. Get customer's information – name, address, phone number, and email address
5. Retain food safety log for that date
6. If the object was found inside of a product (nugget, patty, etc.), get the supplier's information from the box: MFG (manufacturer #), lot/batch #, expiration and/or manufacture date. Take a picture of the box, if needed.

STEP 4: Contact DM if you have not already.

1. **Secure and send all requested evidence and materials** (video footage, photographs of scene, written witness statements, contact information, work orders, safety logs, etc.)
2. **DM will review DVR. Ensure the video footage from the incident is reviewed and saved before the DVR overwrites.** DM will contact Corporate for further instructions