

Guest Complaint Response Checklist

Work through this the day a Consumer Commission notice, or any formal complaint, arrives at your property. It will not replace legal advice, but it will make sure you do not miss the one deadline that matters most.

STEP 1 – Complaint Received

DETAIL	YOUR NOTES
Date the notice or complaint was received	
Channel it arrived through (NCH / e-Jagriti / CPGRAMS / direct from guest)	
Guest name	
Claim amount stated	
Nature of the complaint, in one line	

STEP 2 – The Clock That Actually Matters

Once a District Commission admits a complaint, it must send you a copy within 21 days. You then have 30 days to respond, which the Commission can extend by a further 15 days at its own discretion, for a maximum of 45 days from the date you are notified. Miss this window and the Commission can decide the case entirely on the guest's evidence, with no opportunity for your side to be heard.

DEADLINE	DATE
Date notice was received	
Baseline response deadline (30 days from that date)	
Extended deadline, if a 15-day extension is granted (45 days from that date)	

STEP 3 – Evidence Checklist

☐	Booking confirmation showing room type, rate, and dates agreed
☐	Invoice or receipt showing exactly what was charged and why
☐	Written correspondence with the guest (email, WhatsApp, or booking platform messages)
☐	House rules or cancellation policy shown to the guest at the time of booking
☐	CCTV footage preserved, if the dispute involves something that happened on the property
☐	Photographs relevant to the dispute
☐	Staff notes or statements describing what happened

STEP 4 – Decide Your Path

RESPOND & CONTEST	SETTLE DIRECTLY	CONSENT TO MEDIATION
File a response within the deadline with your evidence attached, and let the Commission hear the full case.	Resolve the claim with the guest directly, a refund, an apology, a correction, before or instead of a formal hearing.	Only goes ahead if both you and the guest agree in writing. Can resolve the matter faster and more privately than a full hearing.

STEP 5 – Before You Respond: Final Checklist

☐	Response deadline noted and calendared, with the extended 45-day date as a backup
☐	Lawyer or authorized representative engaged, for any claim of meaningful size
☐	All evidence from Step 3 gathered, organized, and copied
☐	Response drafted with specific reference to your evidence, not just a general denial
☐	Mediation considered and a decision made, accept or decline
☐	Response filed within the deadline and a copy retained for your own records

This checklist is a planning aid, not legal advice. Consumer Commission procedures, portal names, and deadlines are set by the Consumer Protection Act, 2019 and periodic government notifications, and can change. Verify current fees, forms, and procedure directly on e-jagriti.gov.in, and consult a qualified lawyer before responding to any formal notice against your property.