

Complaint Investigation Narratives

Arrived on site at approximately 1030 hours. Spoke to manager Francis Howel at this time in order to discuss the complaint. Both of the men's and women's restrooms were open and functioning properly at this time. She indicated that a plumbing issue occurred on the previous day and that a plumber was called out to address the issue. All corrections were made as soon as possible but customers were not happy that the restroom had been closed to customers during the necessary time. No further issues witnessed while on site.