

# Campground Noise Complaint Triage & Resolution Log

Front-desk card + log book · Campground Management · campgroundmanagement.com

**Print the triage card on page 1, post it next to every phone.** Page 2 is the log book that lives in the front-desk binder. Every noise complaint goes in, even the ones you resolve in under 60 seconds.

## Noise Complaint Triage Card (front-desk)

**Step 1 · Greet:** "Thanks for letting us know. Where is the noise coming from?"

**Step 2 · Anchor:** Get site number, time started, what they hear.

**Step 3 · Commit:** "We are sending someone out now. Want a call back when it's resolved?"

**Step 4 · Dispatch:** Radio dispatch to the site within 5 minutes.

**Step 5 · Follow up:** Call the reporting guest within 30 minutes regardless of outcome.

## Severity Levels

**Level 1 · Minor:** Single conversation slightly louder than quiet hours. Polite reminder, walk away.

**Level 2 · Moderate:** Music or repeated voices well past quiet hours. Verbal warning, log, second visit if continues.

**Level 3 · Major:** Sustained noise, shouting, multiple neighbors calling. Final warning. Document in writing. Threat of removal next morning.

**Level 4 · Disruptive:** Refusing to lower volume, intoxication, hostility. Use de-escalation scripts. Consider police. Eviction process starts.

