TEAM AND RESILIENCE

Client issue response plan

A response-plan worksheet for handling a client issue with ownership, facts, communication, corrective action, and a documented follow-up.

A practical worksheet from Stelaah

Use it, adapt it, and save it with the client work it supports.

HOW TO USE THIS

A client issue needs a calm, coordinated response.

WORK THROUGH THE CHECKLIST

- [ ] 01 **Name the issue owner**
- [ ] 02 **Gather verified facts**
- [ ] 03 **Assess client impact**
- [ ] 04 **Plan the first response**
- [ ] 05 **Track corrective actions**
- [ ] 06 **Schedule the follow-up**

Before you close this

Name one owner, one next action, and one date. A worksheet only helps when the next commitment is visible to the people doing the work.

Notes and decisions

Use this page to record what changes after you work through the checklist.