|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | | |
| 1. **CUSTOMER DETAILS** | | | | |
|  | | | | |
| Organization Name |  | Complaint Reported By | |  |
|  | | | | |
| Physical Address |  | Position | |  |
|  |  |  |  |  |
|  |  | Mobile | |  |
|  |  |  |  |  |
|  |  | Email | |  |
|  | | | | |
| Postal Address |  | Website (If applicable) | |  |
|  | | | | |

|  |
| --- |
|  |
| 1. **COMPLIMENT/COMPLAINT DETAILS/APPEAL** (For complaints please Specify what happened exactly and attach any necessary documentation, For appeals please cite the compliant number of the appealed matter) |
|  |
|  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Received by |  |  | Date |  |

|  |
| --- |
|  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | | | |
| ***FOR OFFICE USE ONLY*** | | | | | | | | |
|  | | | | | | | | |
| **COMPLAINT RESOLUTION** | | | | | | | | |
|  | | | | | | | | |
| Taken Up By |  | | | | Complaint No. | | |  |
|  |  | | | |  | |  |  |
| Corrective Action Required | Yes |  | No |  | | Due Date | |  |
|  |  | | | |  | |  |  |
|  | | | | | | | | |
|  | | | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | |
| **FOLLOW UP AND CLOSE OUT** | | | | | | |
|  | | | | | | |
| Approved | Yes |  | No |  |  |  |
|  | | | | | | |
| Comments |  | | | | | |
|  |
|  |
|  |
|  |
|  | | | | | | |
| Approved By |  | | | | Date of Close Out |  |
|  | | | | | | |