

Customer Complaint Investigation Form

Complaint Product/Service Details			
Nature of Complaint and Details			
Customer Name			
Customer Address			
Customer Contact Phone Number			
Date received		Product/Service	
Date of Production/Service		Use By/BB Date if Applicable	
Complaint category		Quantity	
Details of any other related complaints received from this date:			
Details for each area of Investigation			
Materials			
Packaging			
QC Checks			
Process			
Production/Packing			
Storage & Distribution			
Packaging details			
Final Inspection Report			

Customer Complaint Investigation Form

Investigation Summary:		
Proposed Corrective Action:		
Investigated By	Date	Signature
Person to Complete Corrective Action		
Target date for Completion		
Details of Corrective Action Taken:		
Signature		Date.....
Quality Department Representative Corrective Action Checked and Effective:		
Signature		Date.....
Response sent to customer reference and date		
Closed out by Quality Manager		
Date		