



Complaint Investigation Form

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|---|--|--------------------------|--|
| Product Details | | | |
| Nature of Complaint and Details | | | |
| Customer Name | | | |
| Customer Address | | | |
| | | | |
| | | | |
| | | | |
| Customer Contact Phone Number | | | |
| Date received | | Use By Date | |
| Date of Production | | Packing Line | |
| Production Start | | Production End | |
| Complaint category | | Quantity Produced | |
| Details of any other complaints received from this production run: | | | |
| | | | |
| Details for each area of Investigation | | | |
| Raw Materials | | | |
| Packaging | | | |
| CCP Checks | | | |
| Processing | | | |
| Filling/Packing | | | |
| Storage & Distribution | | | |
| Packaging details | | | |
| Laboratory Report | | | |

Document Reference **Complaint Investigation Form QMR 018**

Revision 1 26th March 2012

Owned by: Technical Manager

Authorised By: General Manager





Complaint Investigation Form

Investigation Summary:

Proposed Corrective Action:

| Investigated By | Date | Signature |
|-----------------|------|-----------|
|-----------------|------|-----------|

| | | |
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| Person to Complete Corrective Action | |
|--------------------------------------|--|
|--------------------------------------|--|

| Target date for Completion | |
|----------------------------|--|
|----------------------------|--|

Details of Corrective Action Taken:

Signature Date.....

Technical Department Representative Corrective Action Checked and Effective:

Signature Date.....

| Response sent to customer reference and date | |
|--|--|
|--|--|

| Closed out by Technical Manager | |
|---------------------------------|--|
|---------------------------------|--|

| Date | |
|------|--|
|------|--|

