



# Complaint Investigation Form

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

## Complaint Investigation Form

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