



## 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>			

Document Reference **Complaint Investigation Form QMR 018**

Revision 1 10<sup>th</sup> May 2017

Owned by: Technical Manager

Authorised By: General Manager





# 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>		
Signature ..... Date.....		
<b>Technical Department Representative Corrective Action Checked and Effective:</b>		
Signature ..... Date.....		
<b>Response sent to customer reference and date</b>		
<b>Closed out by Technical Manager</b>		
<b>Date</b>		