



# 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>Packing</b>			
<b>Storage &amp; Distribution</b>			
<b>Packaging details</b>			
<b>Laboratory Report</b>			



# Complaint Investigation Form

**Investigation Summary:**

**Proposed Corrective Action:**

Investigated By	Date	Signature

<b>Person to Complete Corrective Action</b>	
---	--

<b>Target date for Completion</b>	
-----------------------------------	--

**Details of Corrective Action Taken:**

Signature ..... Date.....

**Technical Department Representative Corrective Action Checked and Effective:**

Signature ..... Date.....

<b>Response sent to customer reference and date</b>	
---	--

<b>Closed out by Technical Manager</b>	
--	--

<b>Date</b>	
-------------	--

