|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Tracking Code:** | | | | **Customer Complaint Form** | | | | **Logo (Times New Roman).png** | | |
| **Date:** | | | |
|  | | | | | | | | | | |
| Name/Company: | | | | | | | | 1. **Customer Part** | | |
| Other (mention issue) 🞎 | | Service Buyer 🞎 | | | Product Buyers 🞎 | | | Customer Type: | | |
| Address: | | | | | | | | | | |
| Postal Code: | | |  | | | | | | | |
| Cell phone: | | | | | Tel: | | | | | |
| E-mail: | | | | | Fax: | | | | | |
| Customer Representative (if any): | | | | | | | | | | |
| 1. **Complaint Related Unit** | | | | | | | | | | |
| Quality Control 🞎 | Sale 🞎 | | | | | Purchase 🞎 | Financial 🞎 | | | Senior Management 🞎 |
| Supplies 🞎 | Preventive Maintenance 🞎 | | | | | Education 🞎 | Personnel 🞎 | | | Production 🞎 |
| Other (mention issue) 🞎 | | | | | | | Security 🞎 | | | Storehouse 🞎 |
| 1. **Received Product / Service:** | | | | | | | | | | |
| 1. **Problem Thematic Classification** | | | | | | | | | | |
| Inappropriate Employee Behavior 🞎 | | Product/Service Price 🞎 | | | Delayed service/Product Delivery 🞎 | | | | Product Quality/Service 🞎 | |
| Additional fees 🞎 | | Contract Conditions 🞎 | | | Noncompliance ordered product / service 🞎 | | | | | |
| Other (mention issue) 🞎 | | | | | | | | | | |
| 1. **Inconvenience** | | | | | | | | | | |
| Time: | | | | | Date: | | | | | |
| 1. **Cause of complaint** | | | | | | | | | | |
|  | | | | | | | | | | |
| 1. **Customer Solution** | | | | | | | | | | |
| Description of the proposed solution (if any): | | | | | | | | | | |
|  | | | | | | | | | | |
| Date, Name &Commerce Expert/Customer | | Further Details: | | | | | | | | |

FR024/01

Distribute copies: 1. management Representative, 2. Commerce, 3. Related Units