

Doc No <b>38.002F</b>	Version 05	Page 1 of 2	<b>GENERAL FORM</b>  CUSTOMER COMPLAINT RECORD
Effective Date /09/2004	S'sedes Version 04		
Written By	Date		
Dept Approval By	Date		
QA Approval By	Date	Review Date	September 2007



COPY NO. \_\_\_\_\_

**Customer Details:**

**RMA No.:**

**Complaint No.:**

**Customer (or Agent) No.:**

**Date Received:**

**Customer (or Agent) Name:**

**Address:**

**Country:**

**Complaint Details**

**Product Code:**

**Serial/Batch #**

**Product Name:**

**Expiry Date:**

**Sample Returned:**  ? Yes ? No ? Requested

**Complaint Type:**  ? Product ? Service ? Other...

**Product Quality Complaint**

If the nature of the complaint relates to product quality refer the complaint to the Technical or Quality Department for handling.

**Referred to for Investigation**

**Marketing/Service Complaint**

If the nature of the complaint does not relate to product quality refer the complaint to the Marketing Department for handling.

**Referred to for Investigation**

**Responsibility for Investigation**

**Investigation Required?**

Yes  No

**If investigation of a product quality complaint is not warranted, state the reason and sign**

[Empty box for reason and signature]

**If investigation of a product quality complaint is warranted, state who has assumed responsibility**

[Empty box for responsibility]

**Investigation and Corrective Action Details**

**Investigation Details**

**Corrective Action:**

Date: / / Signed:

Preventive Action:  
(Is preventive action required?  Yes  No )

Date: / / Signed:

Return to QA Manager

QA Manager: Date: / / Signed:

Formal Response Attached:  Yes  No

Response to: \_\_\_\_\_

Response Date: / / Signed: \_\_\_\_\_