|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date | DD | MM | YYYY |  | Complaint **Reference Number** |  |

## Section 1: Product and/or Complaint Information

|  |  |  |  |
| --- | --- | --- | --- |
| Customer |  | | |
| Address |  | | |
|  | | |
| Contact Number(s) | (h) | (w) | (c) |
| Email |  | | |

|  |  |
| --- | --- |
| Product |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Best Before Date | DD | MM | YYYY | Store Bought |  |
| Date Bought | DD | MM | YYYY | Will Product Be Returned | 🞎 Yes 🞎 No 🞎 N/A |

|  |  |
| --- | --- |
| Nature of Complaint  Details of Complaint |  |
|  |
|  |
|  |
|  |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Complaint Taken By |  | Signature |  |

## Section 2: Follow Up Actions

|  |  |
| --- | --- |
| Non-Conformances For The Day |  |
|  |
| Fridge Inspection |  |
|  |
| Dispatch Records Viewed |  |
|  |
| Merchandiser Inspection |  |
|  |
| Conclusion From Investigation |  |
|  |
|  |
|  |
|  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Was the Customer contacted? | | | | 🞎 Yes 🞎 No 🞎 N/A | | Was the Customer visited? | | | | 🞎 Yes 🞎 No 🞎 N/A | |
| Date | DD | MM | YYYY | Time |  | Date | DD | MM | YYYY | Time |  |

|  |  |
| --- | --- |
| Action Taken to Prevent Further Complaints of the Same Nature |  |
|  |
|  |
|  |
|  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Formal Corrective Action Procedure Logged | 🞎 Yes 🞎 No 🞎 N/A | Signature |  | | |
|  |  | Date | DD | MM | YYYY |

Note: Please attach the Laboratory Complaint Investigation Form