Document Code: F319/02

Customer Complaint Appeal



No	Type of Complaint Appeal	Date	Name of Complaini ng Co.	Name of Complaining Authority + his/her Position	Direct contact Tel. no.	Received by	Complaint Description	Related Manager's view	QA Expert	Mgmt. Rep's Conclusion	Effectiveness Review by Top Mgmt.	Feedback to Complainant
								□Unacceptable	□Repeated	□Close out	□Yes	□Written:
								□Needs more	Complaint:	□C/PAR raising:	□No	Date of forwarding:
1	□Written							□consideration	No. of repetition	No. of raised	Comments:	
	□Oral to any							Needs		C/PAR:		□Non-Written by:
	CSP Personnel							urgent action	Referents:			Date:
	0.2 1 0.30							Comments:	□ New			Comments:
								□Unacceptable	□Repeated	□Close out	□Yes	□Written:
2								□Needs more	Complaint:	□C/PAR raising:	□No	Date of forwarding:
								□ consideration	No. of repetition	No. of raised	Comments:	Dute of for warting.
	□Written							Needs	rior of repetition	C/PAR:	0011111011001	□Non-Written by:
	□Oral to any							urgent action	Referents:	0,21224		Date:
	CSP Personnel							Comments:	□ New			Comments:
									L IVEW			comments.
								□Unacceptable	□Repeated	□Close out	□Yes	□Written:
3								□Needs more	Complaint:	□C/PAR raising:	□No	Date of forwarding:
								□consideration	No. of repetition	No. of raised	Comments:	
	□Written							Needs		C/PAR:		□Non-Written by:
	□Oral to any							urgent action	Referents:			Date:
	CSP Personnel							Comments:	□ New			Comments: