**CUSTOMER COMPLAINT FORM**

**All information is filled in by customer**

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| **1. Information’s concerning customer**  Surname/organization/Company name  …………………………………………………………………………………………………….………….……………  Address  ……………………………………………………………………………………………………………………..………  Zip code, city  …………………………………………………………………………………….……………………………….………  Country  …………………………………………………………………………………………………………………….……….  Telephone number  ……………………………………………………………………………………………………………….………  Fax number  ……………………………………………………………………………………………………………………………..  E-mail  …….……………………………………………………………………………………………………………………….  Information concerning persons acting on behalf of complaining party (if concern)  ……………………………………………………………………………………………………………………………..  Contact to responsible person (if is deferent than mentioned above)  ………………………………………………………………………………………………………………..……………  ………………………………………………………………………………………………………………………..……  …………………………………………………………………………………………………………………………….. |
| **2. Product description**  Product name  …………………………………………………………………………………………………………………………….  Batch no/ serial no  …………………………………………………………………………………………………………………………….  Expiry date  ………………………………………………………………………………………………………………………….....  Quantity of product being subject of the complaint  …………………………………………………………………………………………………………………………….. |
| **3. Problem description**  Appearance date ……………………………………………………………………………….……………………………………………….. |
| **4. Proposed way of resolving the customer complaint**  ………………………………………………………………………………………………………………………….….…  ………………………………………………………………………………………………………………………….…….  ………………………………………………………………………………………………………………………….……. |
| **5. Date and legible signature of person making complain**  (Date) ………………………………………… (Signature) ..……………………………………………….. |
| **6. Attachments**  List of enclosed documents  ………………………………………………………………………………………………………………………………….  …………………………………………………………………………………………………………...……………………..  ………………………………………………………………………………………………………………………...……….. |