**CUSTOMER COMPLAINT FORM**

**All information is filled in by customer**

|  |
| --- |
| **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………………………………………………………………………………………………………………………………….…………………………………………………………………………………………………………...……………………..………………………………………………………………………………………………………………………...……….. |