## Appendix 2 – Registry of customer complaints

<table>
<thead>
<tr>
<th>No.</th>
<th>Complaint description</th>
<th>Complaint submitted by</th>
<th>Date of receiving complaint</th>
<th>Complaint status</th>
<th>Suggestions for complaint treatment</th>
<th>Agreement</th>
<th>Execution deadline</th>
<th>Corrective Action initiated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Comment [9A1]:** If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

**Comment [9A2]:**

**Comment [9A3]:** When minor complaint is submitted, there is no need for seeking approval. When major complaint is submitted, there is need for seeking approval before resolving such complaint.

**Comment [9A4]:** Person who approved complaint.

**Comment [9A5]:** Deadline for resolving complaint.

**Comment [9A6]:** Person responsible for resolving complaint.

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[signature]

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[Received]