## Appendix 2 – Registry of Customer Complaints

No.	Complaint submitted by:	=	Complaint reviewed by:	Complete Address		Approved by:	Brack of	Responsible for execution:		
				Reasonable					Yes	No

[job title]	
[name]	
[signature]	

Appendix 2 – Registry of Customer Complaints

ver. [version] from [date]

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**Commented [AS91001]:** If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

**Commented [AS91004]:** Person who approved complaint treatment, e.g. CEO.

Commented [AS91005]: Deadline for resolving complaint.

**Commented [AS91002]:** E.g. Sales Manager, Customer Service Manager, etc.

**Commented [AS91006]:** Person responsible for resolving complaint.

Commented [AS91003]: When minor complaint is submitted,