Appendix 2 – Registry of Customer Complaints

No.	[illegible]	Complaint submitted by:	[illegible]	Complaint reviewed by:	[illegible]		[illegible]	Approved by:	[illegible]	Responsible for execution:	[illegible]	
					Reasonable	[illegible]					Yes	No

[job title]
[name]

_____
[signature]

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, [illegible]

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