

[organization name]

## Appendix 2 – Registry of Customer Complaints

No.	Complaint submitted by:	Complaint reviewed by:	Complaint Status		Responsible for execution:	Customer	
			Accepted	Rejected		Yes	No

**Commented [16A1]:** If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

**Commented [16A3]:**

**Commented [16A2]:** E.g. etc.

**Commented [16A4]:** Person responsible for resolving complaint.

[job title]

[name]

\_\_\_\_\_  
[signature]