

[organization name]

Appendix 2 – Registry of Customer Complaints

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

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,

[job title]

[name]

[signature]