

[organization name]

Appendix 2 – Registry of Customer Complaints

No.	Complaint submitted by:	Complaint reviewed by:	Suggestions for complaint treatment	Execution deadline:	Corrective Action initiated	
					Yes	No

Commented [134853]: Person who approved complaint treatment, e.g. CEO.

Commented [134854]: Deadline for resolving complaint.

Commented [134851]: E.g. Sales Manager, Customer Service Manager, etc.

Commented [134852]: When minor complaint is submitted,

Commented [134855]: Person responsible for resolving complaint.

[job title]

[name]

[signature]