

[organization name]

## Appendix 2 – Registry of Customer Complaints

No.	Complaint description	Complaint submitted by	Date of receiving the complaint	Complaint status							Corrective Action initiated	
				Reasonable	Unreasonable						Yes	No

**Commented [AES3]:** Person who approved complaint

**Commented [AES4]:** Deadline for resolving the complaint.

**Commented [AES1]:** E.g., Sales Manager, Customer Service Manager, etc.

**Commented [AES2]:** When minor complaint is submitted,

**Commented [AES5]:** Person responsible for resolving the complaint.

[job title]

[name]

[signature]

**Commented [AES6]:** Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.