

[organization name]

### Appendix 3 – Report of Customer Satisfaction

Report No.		From - To	
		Total number of	
Characteristics rated lower than aimed value:			
<b>Customer Complaints</b>			
Number of reasonable complaints:			
<b>Most common complaints</b>			
<b>Corrective actions</b>			

**Commented [170251]:** Write in the date of receiving last questionnaire. Write in the date of completion of survey.

**Commented [170253]:** This is usually the person responsible

**Commented [170252]:** Write in the characteristics that scored

**Commented [170254]:** Customer complaints could be

**Commented [170255]:** List the most common complaints like the given example.

**Commented [170256]:** Add a description with conclusions about customer satisfaction, expressed in questionnaires.

**Commented [170257]:** Reasonable complaints shall be

[job title]

[name]

[signature]

**Commented [170258]:** The person, Quality manager or Sales manager who has responsibility for monitoring customer satisfaction.

It is only necessary if the document is in paper form.