

[organization name]

Appendix 2 – Registry of customer complaints

No.	Complaint description	Complaint submitted by	Date of receiving complaint	Complaint received by	Complaint status		Suggestions for complaint treatment	Approved by	Execution deadline:	Responsible person	Corrective Action initiated	
					Resolved by	Unresolved by					Yes	No

Comment [9A1]: If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

Comment [9A4]: Person who approved complaint.

Comment [9A5]: Deadline for resolving complaint.

Comment [9A2]: Person responsible for resolving complaint.

Comment [9A3]: When minor complaint is submitted, there is no need to complete the whole complaint resolution process. In such cases, only a brief description of complaint registered by resolving such complaint.

Comment [9A6]: Person responsible for resolving complaint.

[job title]

[name]

[signature]