

**Form:** Customer Complaint Form

**Description:** This is a sample form that can be used to document customer complaints and corrective actions taken.

## **Customer Complaint Form**

Complaint Date: \_\_\_\_\_ Complaint taken by: \_\_\_\_\_  
Customer Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Customer Address: \_\_\_\_\_  
Customer P.O. No.: \_\_\_\_\_ Invoice Number: \_\_\_\_\_  
Contact Position: \_\_\_\_\_  
Product Number: \_\_\_\_\_  
Product Description \_\_\_\_\_

Complaint details: \_\_\_\_\_  
\_\_\_\_\_

First Response Corrective Action: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Suspected Cause: \_\_\_\_\_  
\_\_\_\_\_

Corrective action person(s): \_\_\_\_\_  
Corrective action follow-up: \_\_\_\_\_

What steps should be considered to avoid a repeat of the problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Signature of Person Completing This Form