

Customer Complaint No:**Customer Name:****Complaint Taken By:****Product Name & Batch No:****Subject of Complaint:**Incorrect Shipment Faulty Product Delay Others (Please explain) **Related Departments:**Quality Production Sales Storage
Purchasing Executives External Units **Complaint Details:****Investigation of Complaint:****Corrective Action:**

THE SECTION WILL BE FILLED BY MANUFACTURER

Is it necessary to open a CPA?Yes No **Relevant CPA No and Explanation (If any):****Is it necessary to be notified to authorized person?**Yes No **Manufacturer adverse event report form reference number (if available):****Is it necessary to review the risk analysis?**Yes No **Attachments (Report, The Result, Interview Records etc.) (If available):****Closing date of complaint:****Management Representative Approval:****Complain taken by:**