

**GILES CHEMICAL ~ PREMIER MAGNESIA****Company Form**Title: **Customer Complaint Initiation**Number: **Q12-PR-100-F019**Owner: **Deborah Durbin**Revision: **5**Effective Date: **09/23/12**Page: **1 of 1**

COMPANY: \_\_\_\_\_

NAME/TITLE: \_\_\_\_\_

PHONE/EMAIL: \_\_\_\_\_

SUPPLIER/LOCATION: \_\_\_\_\_

TRAILER/RAILCAR #: \_\_\_\_\_

COMPLAINT: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

BILL OF LADING: \_\_\_\_\_

DATE OF SHIPMENT: \_\_\_\_\_

MARKETING AUTHORIZATION TO CONTACT CUSTOMER:

(Date) \_\_\_\_\_

CSR: \_\_\_\_\_ (Date) \_\_\_\_\_

GILES SALES PERSON: \_\_\_\_\_

AMOUNT TO CREDIT CUSTOMER (if applicable): \_\_\_\_\_

COST OF CLAIM TO GILES: \_\_\_\_\_

DATE INVESTIGATION COMPLETED: \_\_\_\_\_

DATE CSR, MARKETING, SALES NOTIFIED OF COMPLETION: \_\_\_\_\_