

Complaint Handling Register

S.N	Description of Complaint	From whom Received	Date	Responsible Person	Root cause for the Complaint	Corrective Action Taken	Date	Information to the complaint	Date	Feedback from the complaint	Date	Status of the complaint closed or open

Note:

1. Suggested template for Complaints handling if any
2. Depending upon the nature and seriousness of the complaint certification body and scheme owner to be informed

