**Customer Complaint Form**

| **Customer Name** |  |
| --- | --- |
| **Compliant Number** |  |
| **Complaint Date & Time** |  |
| **Complaint Initiated / Received By** |  |
| **Complaint Received through** | Email/Telephone/Fax/WhatsUp |
| **Complaint Description** |  |
| **Complaint Impact** |  |
| **Complaint Resolution** |  |
| **Complaint Resolution Date & Time** |  |
| **Implemented By** |  |
| **Verified By** |  |
| **Status** | Open/Closed/Pending/Hold |