



Customer Complaint Report

Page 1 of 3

Complaint #: NCR-348

Initiator: USER1

Issue Date: 12/10/2018

Complaint Resolution: Resolved Via Complaint

Assignee: User 2

Close Date:

Customer: ABC				
Item Number	Rev	Description	MRB	RMA
1234	G	Item 1	N/A	N/A

Lot Number: TBD

Nonconformance Qty: TBD

Non-Conformance:

This is a sample record.

1. Initiation

Target Date: 12/11/2018

Complete Date: 12/10/2018

SUMMARY OF RISK ASSESSMENT:

This is a sample record.

<u>Approvals:</u>			
Title	Signature	Approval Date	Authorizer Responsibilities
Quality Engineer	User 1	12/10/2018	Complete the "Checklist" to assign complaint to "Assignee" and document the risk assessment under the "Reponse" section.
Project Engineer	User 2	12/10/2018	A new complaint has been received and assigned to you. Review and approve the risk assessment (documented under the "Response" section) and the assigned "Required Date" for "Containment Action" and "Root Cause Investigation" elements.
VP of QA/RA	User 3	12/10/2018	A new complaint has been received. Review and approve the risk assessment (documented under the "Response" section) and the assigned "Required Date" for "Containment Action" and "Root Cause Investigation" elements.

2. Containment Actions

Target Date: 12/14/2018

Complete Date: 12/13/2018

SUMMARY OF CONTAINMENT ACTIONS:

This is a sample report.

<u>Approvals:</u>			
Title	Signature	Approval Date	Authorizer Responsibilities
Quality Engineer	Test User 1	12/13/2018	Complete the "Checklist" and document a summary of "Containment Actions" under the "Response" section.
Project Engineer	Test User 2	12/13/2018	Review and approve the "Containment Actions" documented under the "Response" section.
VP of QA/RA	Test User 3	12/13/2018	Review and approve the "Containment Actions" documented under the "Response" section.