



No. _____

Customer Complaint Form for Research Applied Section

Section 1: Customer information

Name of customer _____ Tel. _____

Address _____ Email _____

Section 2: Product information

Product Name _____ Batch No. _____ Pack size _____

Manufacturing date _____ Expiration date _____ Quantity _____

Transfer Slip no. _____ Received date _____

Section 3: Complaint detail

Pick one of the following which qualifies as the nature of your complaint

- Abnormal physical appearance (e.g. color, smell, sediment, etc.)
- Incorrect information on label or barcode (e.g. Lot no., Mfg. Date, Exp. Date, etc.)
- Damaged packaging (e.g., leaky, cracked, dented, etc.)
- Other _____

Complaint details (include as much detail as possible)

*I declare that the information I have provided above is true and correct.

Signature _____

Date _____

Complaint recipient _____

Section 4: Complaint resolution

Suspected Cause _____

Corrective action _____

Corrective action person _____ Date _____

Corrective action follow up by _____ Approved by _____

End of this process _____