

[organization name]

Appendix 2 – Registry of Customer Complaints

No.	Complaint description	Date of receiving complaint	Complaint status		Suggestions for complaint treatment	Responsible for execution:			
			Yes	No			Yes	No	

Commented [9A1]: If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

Commented [9A4]: Person who e.g. CEO.

Commented [9A5]:

Commented [9A2]: E.g. Sales Manager, Customer Service Manager, etc.

Commented [9A3]: When minor complaint is submitted, there is no

Commented [9A6]: Person responsible for resolving complaint.

[job title]

[name]

[signature]