[organization name]

Appendix 2 – Registry of Customer Complaints

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

[job title]	
[name]	
[signature]	

Appendix 2 – Registry of Customer Complaints

ver. [version] from [date]

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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.