CUSTOMER COMPLAINT REGISTER

Department	Period	Register kept by	Reviewed monthly by

No.	Received	Customer	Reference	Complaint	Category	Owner	Action taken	CAPA ref.	Closed on	Days

Categories

Quality (defect, wrong part, dimension), Delivery (late, short, wrong quantity), Packing (damage in transit, labelling), Documents (invoice, certificate, e-way bill) and Service (response, behaviour). A complaint is closed only when the customer confirms the action and the CAPA is verified as effective.

Register kept by

Reviewed by (head of quality)