

**FOLLOW UP
COMPLAINT FORM**

1. **Details of Complaint Receipt**

Date of Complaint: _____

Time of Complaint: _____

Name of Recipient: _____

Complaint medium (phone, email, internet, personally, postal mail or other)

2. **Details of Customer**

See Complaint Form

3. **Complaint Details**

Reference Number of Complaint _____

Relevant Data on Complaint _____

4. **Remedy Requested**

Date of Problem _____

Recurrent Problem Yes _____ No _____

4. **Problem Category:**

i) Product Not Suitable

ii) Service not provided / partially provided

iii) Delay in providing product _____

iv) Delay in providing service _____

v) Poor Service Details _____

5. **Damage Suffered**
