



Complaint Investigation Form

Product Details			
Nature of Complaint and Details			
Customer Name			
Customer Address			
Customer Contact Phone Number			
Date received		Use By Date	
Date of Production		Packing Line	
Production Start		Production End	
Complaint category		Quantity Produced	
Details of any other complaints received from this production run:			
Details for each area of Investigation			
Raw Materials			
Packaging			
CCP Checks			
Processing			
Filling/Packing			
Storage & Distribution			
Packaging details			
Laboratory Report			

Document Reference **Complaint Investigation Form QMR 018**

Revision 1 31st July 2011

Owned by: Technical Manager

Authorised By: General Manager





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Investigation Summary:

Proposed Corrective Action:

Investigated By	Date	Signature
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Person to Complete Corrective Action	
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Target date for Completion	
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Details of Corrective Action Taken:

Signature Date.....

Technical Department Representative Corrective Action Checked and Effective:

Signature Date.....

Response sent to customer reference and date	
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Closed out by Technical Manager	
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Date	
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