



Complaint Investigation Form

Product Details			
Nature of Complaint and Details			
Customer Name			
Customer Address			
Customer Contact Phone Number			
Date received		Batch Code	
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			
Materials			
Packaging			
CCP Checks			
Processing			
Forming/Packing			
Storage & Distribution			
Packaging details			
Laboratory Report			



Complaint Investigation Form

Investigation Summary and Root Cause:		
Proposed Corrective Action:		
Investigated By	Date	Signature
Person to Complete Corrective Action		
Target date for Completion		
Details of Corrective Action Taken:		
Signature Date.....		
Quality Department Representative Corrective Action Checked and Effective:		
Signature Date.....		
Response sent to customer reference and date		
Closed out by Quality Manager		
Date		