

CUSTOMER/CONSUMER COMPLAINT REPORT FORM		QM82/3 Issue 1
<i>Recorded by</i>		<i>Date</i>
SOURCE - INTERNAL OR EXTERNAL		
INTERNAL		EXTERNAL
Inspection _____		Customer _____
Internal Audit _____		Supplier _____
Other _____		External Assessor _____
<i>The Problem</i> (Time, location, system, procedure)		CR Number Ex CR log
		Anticipated completion date
<i>The Cause</i> (After investigation)		Assessed by
<i>Remedial Action</i> (Actions to eliminate the IMMEDIATE problem)		Action By
<i>Associated Problems</i>		
<i>Corrective Actions</i> (Actions to eliminate the underlying cause)		Actions By
CLOSED OFF All remedial and corrective actions complete By _____ Date _____		REVIEWED Review Meeting date _____ Agreed By _____