

Customer Complaint Non-Conformance Report

Report No:

Date:

Reported By:

Customer Information

Customer Name:

Contact Person:

Contact Details:

Complaint Description

Details of Complaint:

Date of Occurrence:

Product/Service Involved:

Quantity:

Reference (Order/Invoice No.):

Investigation & Root Cause

Description of Non-Conformance:

Root Cause Analysis:

Involved Department(s):

Corrective/Preventive Actions

Proposed Actions:

Person Responsible:

Target Completion Date:

Verification

Verified By:

Date:

Comments:
