

# Retail Customer Complaint and Resolution Form

## Customer Information

Full Name

Contact Number

Email Address

Address

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## Complaint Details

Date of Complaint

Date of Transaction

Product/Service Concerned

Description of Complaint

Resolution Sought

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## Office Use Only

Received By

Date Received

Reference/Case No.

Actions Taken/Remarks

Resolution

Resolution Details

Resolution Date

Resolved By

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_