**Customer Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Name: |  | | |
| Customer ID: | (if applicable) | Phone Number & Email Address: |  |
| Address: | City, State, ZIP Code, Country. | | |

**Complaint Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Date of Incident: |  | Time of Incident: |  |
| Location of Incident: |  | Product/Service involved: |  |
| Order/invoice number (if applicable): | |  | |
| Description of Complaint: (Please provide a detailed description of the incident, including any relevant dates, times, people involved, and specific issues encountered.) | | | |
|  | | | |
|  | | | |
|  | | | |

**Impact of the Issue**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **How did the issue affect you?** | | | | |
| Financial loss | Inconvenience | Product/Service quality | Customer service experience | Other: |

**Desired Resolution**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **What would you like us to do to resolve the issue?** | | | | |
| Refund | Replacement | Apology | Service correction | Other: |

**Supporting Documentation**

* Please attach any relevant documents or evidence (e.g., receipts, photos, emails):

**Previous Contact**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Have you previously contacted us about this issue? | | Yes | No | |
| If yes, please provide details: | | |
| Date of Previous Contact: |  | Method of Contact: | Phone | Email |
| In-person | Other: |
| Name of Representative: | |  |  |  |

**Customer Signature**

I hereby certify that the information provided above is accurate and complete to the best of my knowledge.

|  |  |  |  |
| --- | --- | --- | --- |
| **Printed Name:** |  | | |
| **Customer Signature:** | Signature | **Date:** | (DD/MM/YYYY) |

**For Official Use Only**

|  |  |  |  |
| --- | --- | --- | --- |
| Complaint Received By: |  | Date: |  |
| Name: |  | Title: |  |
| Action Taken: |  | | |
| Date: |  | Resolved by: |  |
| Description of Action |  | | |
| **Follow-Up Required:** | | Yes | No |
| **Follow-Up Details:** | | | |
| **Comments/Notes:** | | | |