**Customer Complaint Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name:** | ABC Services Pvt. Ltd. | **Address:** | 45 Commercial Avenue, Lahore |
| **Contact:** | +92 42 1234567 | [support@abcservices.com](mailto:support@abcservices.com) | **Date:** | 13-Oct-2025 |
| **Form No.:** | CCF-2025-014 |  |  |

**Section 1: Customer Information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer Name** | Mr. Ali Raza | **Contact Number** | +92 300 8765432 |
| **Email Address** | ali.raza@gmail.com | **Address** | 112-B Garden Town, Lahore |
| **Customer ID (if any)** | CUST-4572 | | |

**Section 2: Complaint Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Product/Service Name | Air Conditioner – Model AC-1200 | Invoice/Order No. | INV-2389 |
| Date of Purchase | 20-Sep-2025 | | |
| Description of Complaint | The unit stops cooling after 10 minutes of use and emits unusual noise. | | |
| Complaint Received By | Sarah Ahmed (Customer Care Officer) | Date Received | 13-Oct-2025 |
| Type of Complaint | ☐ Product Defect ☐ Late Delivery ☐ Poor Service ☑ Other | | |

**Section 3: Action Taken**

|  |  |  |  |
| --- | --- | --- | --- |
| Investigation Conducted By | Technician – Usman Khan | Findings | Faulty compressor; replacement required under warranty. |
| Action Recommended | Replace defective part and retest unit. | | |
| Resolution Date | 15-Oct-2025 | Customer Notified | ☑ Yes ☐ No |
| Action Taken | Compressor replaced on 15-Oct-2025. | | |

**Section 4: Feedback & Closure**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Feedback | Satisfied – product working fine now. | | |
| Handled By | Sarah Ahmed | Supervisor Approval |  |
| Date Closed | 15-Oct-2025 |  |  |
| Complaint Status | ☑ Resolved ☐ Pending ☐ Escalated | | |