



QM018 Customer Complaint Investigation Form

Product Details			
Nature of Complaint and Details			
Customer Name			
Customer Address			
Customer Contact Phone Number			
Date received		Use By Date	
Date of Production		Packing Line	
Production Start		Production End	
Complaint category		Quantity Produced	
Details of any other complaints received from this production run:			
Details for each area of Investigation			
Raw Materials			
Packaging			
CCP Checks			
Processing			
Filling/Packing			
Storage & Distribution			
Packaging details			
Laboratory Report			

Logo Here

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Investigation Summary:		
Proposed Corrective Action:		
Investigated By	Date	Signature
Person to Complete Corrective Action		
Target date for Completion		
Details of Corrective Action Taken:		
Signature Date.....		
Technical Department Representative Corrective Action Checked and Effective:		
Signature Date.....		
Response sent to customer reference and date		
Closed out by Technical Manager		
Date		

Revision Number	Summary of Changes made from previous revision	Requested By:	Authorised By:
2	Update to meet the requirements of ISO 9001:2008	Quality Manager	Site Director

Document Reference QMR 018 Complaint Investigation Form Revision 2
26 February 2009
Owned By: Quality Manager
Authorised By: Site Director