

Customer Complaint Form

Customer name: **customer date:** / /

Private complaint process:

Linear agency / Tramp Agency / Forwarding / Chartering and Brokerage.

Method of receiving the complaint:

*** By Mail * By Phone *By Fax * By Letter**

Subject of the complaint:

.....
.....
.....

Recipient of the complaint

Name:

Sign:

Result of a study the complaint and action taken to remove the causes of the complaint:

.....
.....
.....

The manager is responsible:

Name:

Sign:

Follow-up and closure of the complaint:

Replied to the complainant by: phone/fax/E-mail/interview/letter

Date: / /

The manager is responsible:

Name:

Sign:

Does not require corrective action

Need to make corrective action

Been Opened corrective action number:

by date: / /

Quality manager

Name:

Sign:
