



NEWDEN

BOARDMAN BROS
(PTY) LTD

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CUSTOMER COMPLAINT FORM

DATE: _____ REP: _____ NO: _____

CUSTOMER INFORMATION	
Name:	
Phone Number:	
Address:	
Where Purchased:	When Purchased:
Product Batch No:	
Product Description:	

COMPLAINT INFORMATION
Complaint taken by:
Complaint details:

DISTRIBUTION OF COMPLAINT
PRODUCTION DIRECTOR:
Date received: Date Returned: Sign:
SALES DIRECTOR:
Date received: Date Returned: Sign:
MANAGING DIRECTOR:
Date received: Date Returned: Sign:

CUSTOMER FEEDBACK AND OUTCOME				
Comments:				
Invoice Number for replacement stock:				
Any other customers received stock:	Yes	No	N/A	Attached List
Issued instruction to collect stock:	Yes	No	N/A	
Action request created	Yes	No	N/A	AR No:
Follow up with customer - New stock received:	Yes	No	N/A	
Customer Happy:	Yes	No	If no, new complaint form	

Date: _____
Managing Director: _____