



NEWDEN
BOARDMAN BROS
(PTY) LTD
Reg No 1908/013872/07

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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: _____