

BOARDMAN BROS (NATAL) (PTY) LTD

Registration No.1985/00070/07

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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 and Marketing MGR
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: _____