



VERTITECH QUALITY CERTIFICATION SDN BHD

Form : VQC(IB)-F10
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CUSTOMER'S COMPLAINT

Ref. No. :

CAR/NCR No. :

Section 1: Complaint

Customer's Name: _____ Company Name: _____

Customer's Contact: _____ Complaint via : Email

Date of Complaint: _____ Verbal

Complaint Information

Telephone

Others : _____

Recorded by:

Signature :

Staff Name :

Date :

Section 2: Clarification of Complaint With Customer (By Technical Manager) via

Email Verbal Telephone Others: _____

Notes: _____

Signature:

Name :

Designation:

Date :

Section 3: Resolution of Complaint

Name:

Signature:

Date: