|  |  |  |  |
| --- | --- | --- | --- |
| **CC No.** |  | **Date** |  |
| **Customer** |  |
| **Contact name**  |  |
| **Email Address** |  | **Tel No.** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Incident Type** |  |  |  |
| Complaint | Observation | Suggestion |  Appeal |
| Internal: against \_\_\_\_\_\_\_\_\_\_\_\_ External against/by certified client | Client - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Source**

|  |  |
| --- | --- |
| Staff Member |  |
| Client |  |
|  Client’s customer  |  |
| Others  |  |

**Complaint / Problem/ Appeal Details**

|  |
| --- |
| Nature of Problem / Complaint / Appeal |
| Investigation by Scheme Manager |
| Action taken |
| Management review / Client Feedback |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Print Name | Signature  | Date |
| Completed By |  |  |  |
| Letter Sent To Customer By |  |  |  |
| Closed By Quality |  |  |  |