

DOCUMENT  
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FM-QESP/10-  
02-00



**THAL LIMITED BALOCHISTAN  
LAMINATES DIVISION**

**ISSUE # 01**

**CUSTOMER COMPLAINT FORM**

**ISSUE  
DATE  
04-03-2024**

**Rev : 01**

Date: \_\_\_\_\_

Reference No. : \_\_\_\_\_

Customer Name: \_\_\_\_\_

HOD SALES/MARKETING: \_\_\_\_\_

**PRODUCT DETAIL:**

PRODUCT: \_\_\_\_\_

BATCH # \_\_\_\_\_

COLOUR CODE: \_\_\_\_\_

FINISH: \_\_\_\_\_

SIZE OF PRODUCT: \_\_\_\_\_

THICKNESS: \_\_\_\_\_

COMPLAINT QTY: \_\_\_\_\_

D.C # \_\_\_\_\_

COMPANY ADDRESS / INDIVIDUAL ADDRESS: \_\_\_\_\_

**COMPLAINT DESCRIPTION:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Complain Communicated through:

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_ Other: \_\_\_\_\_

Sample Picture/evidence provided: ☐ YES ☐ NO

Complaint Attended By: \_\_\_\_\_

Complaint Attended Date: \_\_\_\_\_

**FINDINGS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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**CORRECTIVE ACTION:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Complaint Response By: \_\_\_\_\_ Response Date: \_\_\_\_\_

**Comments:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date action completed: \_\_\_\_\_

Confirmed by: \_\_\_\_\_

Sign: \_\_\_\_\_