

Customer Complaint Investigation Report

1. Complaint Identification

Complaint Number:	<input type="text"/>	Date Received:	<input type="text"/>
Customer Name:	<input type="text"/>	Contact Person:	<input type="text"/>
Customer Email:	<input type="text"/>	Customer Phone:	<input type="text"/>

2. Product & Issue Details

Product / Item Name:	<input type="text"/>	Item / Part Number:	<input type="text"/>
Lot / Batch Number:	<input type="text"/>	Quantity Affected:	<input type="text"/>
Customer Complaint Description: <input type="text"/>			

3. Investigation & Analysis

Investigated By:	<input type="text"/>	Date Investigation Started:	<input type="text"/>
Investigation Findings & Observations: <input type="text"/>			
Root Cause Analysis: <input type="text"/>			

4. Corrective and Preventive Action (CAPA)

Immediate Corrective Actions Taken: <input type="text"/>			
Preventive Actions Implemented: <input type="text"/>			
Action Assigned To:	<input type="text"/>	Target Completion Date:	<input type="text"/>

5. Report Sign-Off & Closure

Investigator Signature:	<input type="text"/>	Date:	<input type="text"/>
Quality Manager Approval:	<input type="text"/>	Date Closed:	<input type="text"/>
Customer Notification Date:	<input type="text"/>	Closure Status:	<input type="text"/>