

# Root Cause Analysis Complaint Resolution Form

This form is designed for printing and manual completion to document, investigate, and resolve customer complaints through root cause analysis.

## 1. Complaint Identification

Complaint ID/Reference:

Date Complaint Received:

Customer/Client Name:

Contact Person & Information:

Product, Service, or Project Affected:

## 2. Complaint Description

Detailed Description of the Problem / Issue:

Immediate Correction / Containment Action Taken:

## 3. Root Cause Investigation

To identify the root cause of the complaint, investigate the sequence of events and factors. (Use the 5-Whys method below if applicable).

Why did the problem occur? (Why 1):

Why did that happen? (Why 2):

Why did that happen? (Why 3):

Why did that happen? (Why 4):

Why did that happen? (Why 5):

Identified Root Cause (Final Summary):

## 4. Corrective & Preventive Actions (CAPA)

Define the permanent actions to resolve the issue and prevent recurrence.

Corrective Action Plan:

Preventive Action Plan (Process/System Improvements):

Person Responsible for Implementation:

Target Completion Date:

## 5. Resolution Verification & Sign-off

Verification Results (Was the action effective?):

Investigator Name & Title:

Investigator Signature:

Date Resolved: