

**CUSTOMER COMPLAINT FORM – QLTY 026**

**NAME OF CUSTOMER:** \_\_\_\_\_

**ACCOUNT No:** \_\_\_\_\_

<b>PART A</b>	<b>NATURE OF COMPLAINT</b>		
<b>1) Complaint:-</b>			
<b>2) Action Taken :</b>			
a) Who have you contacted at TOTAL?			
<b>Name</b>	<b>Depot / Head office</b>	<b>When:-</b>	
		Date	
		Time	
<b>3) What was agreed ?</b>			
<b>PART B</b>	<b>CORRECTIVE ACTION TAKEN:</b>		
<b>Action Taken by: Name:</b> _____			
<b>Designation:</b> _____			
<b>Signature:</b> _____			
<b>Date Customer is informed:</b> _____			
<b>PART C</b>	<b>FOR OFFICIAL USE ONLY</b>		
<b>Date and time Received</b>			
<b>Received by:- Name</b>	<b>Designation</b>	<b>Signature</b>	
<b>Complaint Ref No.</b>			