

# Customer Complaint Feedback Record Form Sample

This **Customer Complaint Feedback Record Form** sample is designed to efficiently document and track customer grievances, ensuring timely resolution and improved service quality. It captures essential details such as the nature of the complaint, customer information, and follow-up actions. Utilizing this form helps businesses enhance customer satisfaction and operational transparency.

## Customer Information

<b>Customer Name</b>	
<b>Contact Number</b>	
<b>Email Address</b>	
<b>Address</b>	

## Complaint Details

<b>Date of Complaint</b>	
<b>Product/Service Involved</b>	
<b>Complaint Description</b>	
<b>Severity (Low/Medium/High)</b>	

## Investigation & Action Taken

<b>Assigned Staff/Department</b>	
<b>Investigation Findings</b>	
<b>Actions Taken</b>	
<b>Date of Response to Customer</b>	

## Customer Feedback & Closure

<b>Customer Feedback/Comments</b>	
<b>Is Customer Satisfied? (Yes/No)</b>	
<b>Form Completed By</b>	
<b>Date</b>	