|  |  |  |
| --- | --- | --- |
| Honey customer complaint | | |
| person responsible for this record: | | form reference #: |
| date (d/m/y) of complaint |  | |
| customer name and phone number |  | |
| customer invoice # |  | |
| how was complaint delivered (i.e., in person, through store, over phone, email etc.) |  | |
| who received the complaint and initial response |  | |
| complaint details |  | |
| product description and lot id # |  | |
| if applicable: government agencies contacted (e.g., provincial apiarist CFIA, PMRA): include names, phone # and date of contact |  | |
| if applicable: cross reference form #(s) |  | |
| recall required y/n  if y  form cross reference # |  | |
| method of customer follow up (face to face, phone, email, text) |  | |
| date(s) of follow up |  | |
| staff member responsible for customer follow up |  | |
| comments: on follow up with customer |  | |
| general comments: |  | |