|  |
| --- |
| 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/nif yform 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:  |  |