



National Physical & Standards Laboratory
Street No. 8, Plot No.16, Sector H-9/1,
Islamabad

Form # F-QP-06/01
Issue # 04
Issue Date: 10-05-2011
Revision # 01
Revision Date: 12-12-2013

CUSTOMERS COMPLAINT RESOLUTION FORM

Customers Complaint Sr.No.		Complaint Ref #:	
Particulars of customer:		Telephone No.	
		Fax No.	
		E-mail:	
		Date:	
Address:			
Recipient of complaint:			
Details of complaint:			
Signature:		Date:	
Complaint justified/Not justified?			
Signed: OIC,CSS/ QMR/ TMR		Date:	
Process owner/Department assigned :			
Immediate action(s) taken (if required):			
Signature: OIC,CSS/ QMR/ TMR		Date:	
Root cause(s) of complaint:			
Signature: OIC,CSS/ QMR/ TMR		Date:	
Corrective action proposed to eliminate the root cause:			
Proposed date for completion:			
Signature: OIC,CSS/ QMR/ TMR		Date:	
Approved: Yes / No		No iterations:	
If No, give reasons:			
Corrective action completed.			
		Signature:	
		Date:	
Evidence for closure:			
Complaint resolved/closed out.			
Signature: QMR/ TMR,-----			
Date:			