**For use by Client(s) / Complainant(s):**

|  |
| --- |
| 1. **General Information**
 |

|  |  |
| --- | --- |
| **Name of complainant:** |       |
| **Organization:** |       |
| **Title:** |       |
| **Telephone:** |       |
| **E-mail:** |       |
| **Address:** |       |
| **Location and Country/Region:** |       |
| **Date of incident:** |       |
| **Date of placing complaint:** |       |
| **Nature of incident:** |       |

|  |
| --- |
| 1. **Description of the incident**
 |
|       |

**For internal use (by AfriCert):**

|  |  |
| --- | --- |
| **Complaint received by:** |       |
| **Designation:** |       |
| **Mode:** | [ ]  **Email** [ ] **Phone call** [ ] **Letter** [ ]  **Other** |
| **Date:**  |       |
| **Time:** |       |
| 1. **Root cause analysis**
 |
|       |
| 1. **Action taken**
 |
|       |
| 1. **Corrective action taken**
 |
|       |
| **Person responsible for implementation of Correction action(s):**  |       |
| **Timeline:**  |       |

|  |  |
| --- | --- |
| **Verified by:** |       |
| **Signature:** |       |
| **Date when outcome was communicated to complainant:** |       |
| **Date Closed:** |       |