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

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| 1. **General Information** |

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

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| 1. **Description of the incident** |
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**For internal use (by AfriCert):**

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| **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:** |  |

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