



BCS CERTIFICATION (PVT) LTD

ISO 17021:2015 Records

BCS/R/16

Revision No: 00

Date of Issue: 01/01/2022

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CUSTOMER COMPLAINT RECORD

Report No:

Date of received:

Complaints received from:

Nature of Complaint:

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Root cause for complaint

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.....

.....
Officer

.....
Date

Corrective action / Recommendation

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.....

.....
Manager

.....
Date

Effectiveness of corrective action implemented.

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.....

Corrective action = Closed / Further verification requested

.....
Asst. Manager

.....
Date

Reviewed by:	Assistant Manager		Date: 01/01/2022
Approved by:	Managing Director		Date: 01/01/2022