



**BCS CERTIFICATION (PVT) LTD
CUSTOMER COMPLAINT FORM**

BCS/R/26

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1. DETAILS OF COMPLAINANT

1.1 Name :

1.2 Address :
.....

1.3 Tel No. : Mob..... E-mail :.....

2. DETAILS OF COMPLAINT

2.1 Activity: Certification/Training/Other (Delete whichever is inapplicable)

2.2 Description:
.....
.....

2.3 Date of occurrence :
.....

3. METHOD OF COMPLAINT : Verbal / Written (Delete whichever is inapplicable)

4. DETAILS OF RECEIVER:

4.1 Name & Designation

4.2 Designation :

4.3 Date received :.....

5. ACKNOWLEDGED ON :



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6. ACTION TAKEN : (Copies to be attached)

7. INVESTIGATION COMPLETED ON :

8. CUSTOMER INFORMED ON :

9. ANY OTHER INFORMATION :

.....

Signature of Certification Manager

.....

Date