



**CHALMAR BEEF (PTY) LTD**

**RECORD**

**NO: REC 7.11**

**Page 1 of 2**

**TITLE : CUSTOMER COMPLAINTS OR COMPLIMENTS FORM**

**EFFECTIVE DATE : JUNE 2015**

**VERSION: 2**

**PREPARED BY : QC MANAGER**

**REVIEWED DATE: 2017.10.16**

**APPROVED BY : CHIEF OPERATING OFFICER**

**REVIEWED BY: TECHNICAL MANAGER**

Complaint                       Compliment                      Reference Number: \_\_\_\_\_

- For product related complaints please complete section A, B and C
- For service delivery complaints please complete section B and D
- For compliments please complete section B

**GENERAL**

Customer name: \_\_\_\_\_ Date and time: \_\_\_\_\_

Nature of complaint/ compliment:

Product (Please refer to Section C for more options)

Service delivery (Please refer to Section D for more options)

Contact details:

Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Email address: \_\_\_\_\_

Do you wish to return the product?     Yes                       No

If yes please refer to the returns policy POL 22.4

**SECTION A**

Product description:		Invoice number:	
Production date:		Receipt date:	
Traceability code or serial number			

**SECTION B**

Details of complaint or compliment: (A short description of the complaint, you can use Section C and D for a full description)

---

---

---

---



**TITLE : CUSTOMER COMPLAINTS OR COMPLIMENTS FORM**

**EFFECTIVE DATE : JUNE 2015**

**VERSION: 2**

**PREPARED BY : QC MANAGER**

**REVIEWED DATE: 2017.10.16**

**APPROVED BY : CHIEF OPERATING OFFICER**

**REVIEWED BY: TECHNICAL MANAGER**

SECTION C (please supply picture of product)

- Product Cut – Too thick     Too thin     Too fatty     Incorrect Weight
- Product Taste – Too Salty     No Flavour     Tough     Sinewy      
Too dry (for processed products only)
- Foreign Object – Label/Paper     Glass     Hard Plastic     Soft Plastic
- Other – Abscess     Blood spots/dark cutter

SECTION D

- Product Temperature – Temp Out of Spec on arrival
- Delivery Personnel – PPE Not Clean    Boots     Loading Jacket     Uniform      
Jewelry    Earrings     Rings     Other (Please specify)
- Behaviour    Unsatisfactory (Please specify in Section B)
- Product incorrectly packed (Please specify in Section B)