

TITLE	CUSTOMER COMPLAINT FORM
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Complaint Traceability Details			
1	Product:		
	Batch Number:		
	Complaint Number Assigned: Wockhardt Ltd/CC/		Date:
Initial Complaint Review			
Reviewed By:		Date of Review:	
2	Name of Customer		
	Description of complaint		
	Video or Pictorial Evidence review outcome		
	Is customer reason technical enough to be accepted?		
	Does this complaint require?		
	-Advisory Notice:		
	- Recall:		
	-Regulatory Reporting:		
Investigation, Root Cause and Corrective Action			
Whether Investigation RCA/CA Needed?		Yes:	No:
3	Justification if NO RCA/CA Needed?		
	Status of the complaint		
	Advisory Notice Traceability		
	Recall Traceability		
	Investigation, Root Cause and Corrective Action		
	Information to Customer		Yes: No:
	Can complaint be closed		Yes: No:
	Any comments:		
	Closed By		(Name and Signature with Date)