

	<b>SATIETY FOOD RESEARCH AND MANAGEMENT PVT. LTD.</b>	Document No	SFRM/A028 (Complaint & Appeal Handling Logbook)
		Issue Date	20-05-2024
	<b>COMPLAINT &amp; APPEAL HANDLING LOGBOOK</b>	Issue No	01
		Revision Date	19-05-2025

## COMPLAINT & APPEAL HANDLING LOGBOOK

Complaint Ref No -

Date -

Details required	Submission	Remarks
Name of the complainant		
Contact person name		
Contact person email id		
Contact person phone no.		
Date of receiving the complaint		
Mode of receiving the complaint		
Nature of complaint (Audit related/other)		
Detail of complaint		
Auditor involved (if any)		
Acknowledging of complaint done? (Yes/No)		
Investigated by		
Is Root Cause & CAPA identified? (Yes/No)		
Is Corrective Action taken? (Yes/No)		
Is Preventive Action taken? (Yes/No)		
CAPA verified by		
Is the client informed about the Root cause & CAPA? (Yes/No)		
Is the complaint resolved? (Yes/No)		
Is the complainant going for an appeal? (Yes/No)		
Is the appeal closed? (Yes/No)		
Is the final closure of the complaint done? (Yes/No)		

Date of final closure:

Recorded by:

Reviewed by:

Reviewed by	Jani. K. Das	Approved by	Muhammed Jafar
Date	10-05-2024	Date	12-05-2024
Sign		Sign	