	SATIETY FOOD RESEARCH AND MANAGEMENT PVT. LTD.	Document No	SFRM/A028 (Complaint & Appeal Handling Logbook)
		Issue Date	19-05-2025
	COMPLAINT & APPEAL HANDLING LOGBOOK	Issue No	02
		Revision Date	18-05-2026

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	19-05-2025	Date	21-05-2025
Sign		Sign	