



# CUSTOMER COMPLAINT FORM

CCS/HCC/F01

**CREAM CERTIFICATION SERVICES**  
Construction Research Institute of Malaysia  
Level 29, Sunway Putra Tower  
No. 100, Jalan Putra  
50350 Kuala Lumpur  
T: +603 – 2779 1479 | F: +603 - 2779 1474

Issue 1, 1 December 2020  
(Rev 1, 22 August 2022)

## SECTION 1: DETAILS OF COMPLAINANT

Name/Organisation:

Address:

Phone No.:

Fax No.:

E-Mail:

Details of the person acting on behalf of complainant (if applicable)

Person to be contacted (if different from above)

## SECTION 2: BACKGROUND OF COMPLAINT

Service/Project Name:

Ref. No. (If any):

Issue/Complaint (Complainant may include any necessary supporting document for resolution purposes):

.....  
(Complainant Signature)

Name:

Designation:

Date:

## FOR OFFICE USE ONLY

The validity of Complaint:     Yes     No

Remarks:

Evaluated by:

Name:

Designation:

Date:

## INVESTIGATION OF COMPLAINT

Investigation Remark:

Critical:     Yes     No

Investigate by:

Name:

Designation:

Date:

	<p><b>CUSTOMER COMPLAINT FORM</b></p>	<p>CCS/HCC/F01</p>
		<p><b>CREAM CERTIFICATION SERVICES</b>  Construction Research Institute of Malaysia  Level 29, Sunway Putra Tower  No. 100, Jalan Putra  50350 Kuala Lumpur  T: +603 – 2779 1479   F: +603 - 2779 1474</p>
		<p>Issue 1, 1 December 2020  (Rev 1, 22 August 2022)</p>

<b>IMMEDIATE REMEDIAL ACTION</b>
<p>Investigation Remark:</p>
<p>Prepared by:</p> <p>Name:</p> <p>Designation:</p> <p>Date:</p>