

**BORANG ADUAN PELANGGAN
CUSTOMER COMPLAINT FORM**

| BAHAGIAN INI PERLU DIISI OLEH PELANGGAN THIS SECTION SHALL BE FILLED BY CUSTOMER | | |
|---|-----------|---------------|
| SYARIKAT: COMPANY: | | |
| ALAMAT: ADDRESS: | | |
| NO. TEL & TEL BIMBIT: TEL. NO. & MOBILE NO.: | FAKS/FAX: | E-MEL/E-MAIL: |

| LATARBELAKANG ADUAN BACKGROUND OF COMPLAINT | |
|--|--------------------|
| PERKHIDMATAN/PROJEK: SERVICE/PROJECT NAME: | |
| NO.RUJUKAN (Jika ada): REF.NO. (If any): | |
| ISU/ADUAN (Pengadu boleh melampirkan dokumen sokongan yang berkaitan): ISSUE/COMPLAINT (Complainant may include any necessary supporting document for resolution purposes): | |
| Tandatangan Pengadu/Complainant Signature: Nama /Name: () | Tarikh/Date: |

| UNTUK KEGUNAAN PEJABAT SAHAJA FOR OFFICE USE ONLY | |
|---|--|
| KESAHIHAN ADUAN: VALIDITY OF COMPLAINT: | <input type="checkbox"/> YA <input type="checkbox"/> TIDAK <input type="checkbox"/> YES <input type="checkbox"/> NO |
| CATATAN: REMARKS: | |
| Disemak oleh/Evaluated by: Nama /Name: Jawatan/Designation: | Tarikh/Date: |

| SIASATAN ADUAN INVESTIGATION OF COMPLAINT | | | | | | |
|--|--|---|--------------------------|-------|--|--|
| CATATAN SIASATAN: INVESTIGATION REMARK: | | | | | | |
| | KRITIKAL? *tandakan (√) pada kotak yang sesuai | <table border="1"> <tr> <th>YA (RUJUK CREAM/PK03)</th> <th>TIDAK</th> </tr> <tr> <td></td> <td></td> </tr> </table> | YA (RUJUK CREAM/PK03) | TIDAK | | |
| YA (RUJUK CREAM/PK03) | TIDAK | | | | | |
| | | | | | | |
| Disiasat oleh/Investigate by: Nama /Name: Jawatan/Designation: | Tarikh/Date: | | | | | |

| TINDAKAN PEMBAIKAN SEGERA IMMEDIATE REMEDIAL ACTION | |
|---|--------------------|
| CATATAN SIASATAN: INVESTIGATION REMARK: | |
| Disediakan oleh/Prepared by: Nama /Name: Jawatan/Designation: | Tarikh/Date: |