



PUNJAB HALAL DEVELOPMENT AGENCY

Customer Complaint & Appeal Form

Doc #: PHDA/REC-01
 Revision # 01
 Effective Date: 01-07-2021

Complainant Information

Name		Company / Organization	
Contact No		Address	

Complaint Information

Category	Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>	Complaint #		Date	
Nature	Simple <input type="checkbox"/> Complex <input type="checkbox"/>	Recorded by			
Complaint Handling Officer		Department			

Complaint Regarding:

Factors	Tick Relevant	Complaint Description
Certification Process		<u>Description:</u>
Audit Team	√	
Office		
Admin / Accounts		
Certified Product		
Client		
Other Issues		

Action

Investigation	
Investigation Outcome	
Action Taken on Complaint	

Committee Review & Approved

Date -----