



# SAP GREEN RECYCLING

|            |            |
|------------|------------|
| Doc Ref:   | SAP-FM-23  |
| Issue Date | 01-01-2025 |
| Revision   | 00         |
| Issue No.  | 01         |

## CUSTOMER COMPLAINT FORM

SAP GREEN RECYCLING is always seeking responses from its customers. All complaints will be thoroughly and fairly considered, dealt with in a timely manner and then used as a basis for further improvement if appropriate. All complaints are treated in strictest confidence

### **PART 1**

**To be filled by the Customer and sent to SAP GREEN RECYCLING**

### CUSTOMER DETAILS

|             |  |                      |  |
|-------------|--|----------------------|--|
| Customer    |  | Complaint Reference# |  |
| Name        |  | Date                 |  |
| Designation |  | Department           |  |
| Email I.D   |  | Contact Number       |  |

### COMPLAINT DESCRIPTION

|                  |  |
|------------------|--|
| Subject          |  |
| Complaint        |  |
| Expected Outcome |  |

### **PART 2**

#### ACKNOWLEDGEMENT:

**To be filled by the SAP GREEN RECYCLING and sent back to Customer**

We acknowledge receipt of our complaint. The complaint has been forwarded to the concern Departmental Head in SAP GREEN RECYCLING for investigation and appropriate action. The responsible person shall respond to you with details of their findings / actions plan within two weeks of this acknowledgement.

|                      |  |                        |  |
|----------------------|--|------------------------|--|
| <b>QHSE Manager:</b> |  | <b>Date:</b>           |  |
| <b>Name:</b>         |  | <b>Contact Number:</b> |  |