

Title	Customer Complaint Form
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Complaint Traceability Details			
1	Product:		
	Batch Number:		
	Complaint Number Assigned: Wockhardt Ltd/CC/		Date:
Initial Complaint Review			
Reviewed By:		Date of Review:	
2	Name of Customer		
	Description of complaint		
	Video or Pictorial Evidence review outcome		
	Is customer reason technical enough to be accepted?		
	Does this complaint require?		
	-Advisory Notice:		
	- Recall:		
	-Regulatory Reporting:		
Investigation, Root Cause and Corrective Action			
Whether Investigation RCA/CA Needed?		Yes:	No:
3	Justification if NO RCA/CA Needed?		
Status of the complaint			
Advisory Notice Traceability			
Recall Traceability			
Investigation, Root Cause and Corrective Action			
Information to Customer		Yes:	No:
Can complaint be closed		Yes:	No:
Any comments:			
Closed By		(Name and Signature with Date)	