



## Entod Research Cell UK Ltd.

Registered Office: 15 Tottenham Lane, Hornsey, London N8 9DJ, UK.  
Tel: (+44) 02081440963 • Email: [scientificell@entodpharma.com](mailto:scientificell@entodpharma.com)

# CUSTOMER COMPLAINT FORM

ETD/CT/01  
REV. No.01  
Date: 02/12/2017

**Dear Customer,** We are constantly improving the quality of service to our valued customer. We are very sorry for any inconvenience caused a result of our product (s) or service (s). In order for us to record your experience and carry out the necessary investigations and take the appropriate preventative or corrective action, please spare a few minutes to fill the following complaint form.

**Please complete the form below and return to us for review and action as necessary.**

**Complaint Date:**

**Complaint from:**

**Complaint Details:**

**Would you like us to contact you and discuss any concerns you may have?**

**YES**   

**NO**   

**(Please tick)**

**Completed By:**

**Date**

Please return by emailing [scientificell@entodpharma.com](mailto:scientificell@entodpharma.com) or posting to the address below

**Customer Name & Address:**





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<b>FOR INTERNAL USE ONLY</b>
<b>Correction (Immediate actions taken against the complaint):</b>
<b>Root Cause Analysis (what made the complaint occur):</b>
<b>Corrective Actions (Actions taken to ensure that the same complaint does not reoccur):</b>
<b>Date of corrective actions:</b>
<b>Communicated Back to Client On:</b>
<b>Complaint Closed (Y/N) :</b>

ERC  
Ophthalmic Products  
Medical Devices  
Formulation Research

