KEFRI/Reg/CAQA/04



**KENYA FORESTRY RESEARCH INSTITUTE**

**CUSTOMER COMPLAINT AND COMPLIMENTS REGISTER**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Date of Complaint/Compliment** | **Name of Personal Making Complaint/Compliment** | **Nature of Complaint/Compliment** | **Root Cause** | **Corrective action** | **Decision Made on the Compliant/Compliment** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |