



CUSTOMER COMPLAINT FORM

CBM/CD/FR/29

Certibuild (M) Sdn Bhd (1436507-X)
E3-05-08, Tamarind Square
Persiaran Multimedia, Cyber 10
63000 Cyberjaya, Selangor
Website: www.certibuild.com.my

Issue 1, 1 November 2021
Revision 1, 1 September 2023

SECTION 1: DETAIL OF COMPLAINANT

Name/Organization:

Address:

Phone No.:

Fax No.:

E-Mail:

Details of person acting on behalf of complainant (if applicable):

Person to be contacted (if different from above):

SECTION 2: BACKGROUND OF COMPLAINT

Service/Project Name:

Ref. No. (If any):


Issue/Complaint (Complainant may include any necessary supporting document for resolution purposes):

.....
(Complainant Signature)

Name:

Designation:

Date:

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FOR CERTIBUILD USE ONLY

Validity of Complaint: Yes No

Remarks:

Evaluated by:

Name:
 Designation:
 Date:

INVESTIGATION OF COMPLAINT

Investigation Remark: -

Critical: Yes No

Investigate by:

Name:
 Designation:
 Date:

IMMEDIATE REMEDIAL ACTION

Investigation Remark:

Prepared by:

Name:
 Designation:
 Date: