|  |  |  |  |
| --- | --- | --- | --- |
| **客戶抱怨處理單** | | | |
| **填寫日期\*：** | | | |
| **填寫人\*** |  | **所屬部門\*** |  |
| **職稱** |  | **部門主管\*** |  |
| **申訴單位** | | | |
| **申訴日期\*** |  | | |
| **公司名稱\*** |  | | |
| **聯絡人\*** |  | **職稱** |  |
| **聯絡電話\*** |  | **Email** |  |
| **客訴類型\*** |  | | |
| **產品名稱\*** |  | **數量\*** |  |
| **客訴內容\*** |  | | |
| **客戶要求\*** |  | | |
| **暫時處理方式\*** |  | | |
| **負責單位** | | | |
| **負責人員\*** |  | **負責人職稱** |  |
| **所屬部門\*** |  | **部門主管\*** |  |
| **受理日期\*** |  | | |
| **確認客訴類型\*** |  | | |
| **情節程度\*** |  | | |
| **原因分析\*** |  | | |
| **改善對策\*** |  | | |
| **相關部門意見** | | | |
| **項次** | **部門** | **意見/簽核** | |
|  |  |  | |
| **確認處理方式\*** |  | | |
| **處理結果** | | | |
| **聯絡日期\*** |  | | |
| **聯絡方式\*** |  | | |
| **處理時數\*** |  | | |
| **處理方式\*** |  | | |
| **客戶滿意度\*** |  | | |
| **備註** |  | | |