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| Date: |  | Ref: |  |  |

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| Complaint by: |  | | | Position / Dept |  |
| Infrastructure: |  | | 🞎 Building 🞎 Plant 🞎 Machine 🞎 Vehicle 🞎 Equipment 🞎 Tools 🞎 Software | | |
| **Problem:**  **Potential root causes:**  **Rectification required before: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | |
| Received by: | |  | | Position / Dept: |  |
| 1. **Solution:** 2. **Repairs / Rectification:**    1. **Internal Party-**    2. **External / Third party-** 3. **Prevention Note (If Any):**   **Action taken on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | |