

## CUSTOMER COMPLAINT FORM

FRM07-en – 31/07/2009

Dear Customer / Visitor,

Your point of view, as well as the expression of your complaints, concerning Flisvos Marina's services provides us with the best possible tool for the continuous and systematic improvement of our service quality. Please formulate below your complaint in detail.

Name:	Date:
Status (Owner of yacht, Captain, Tenant, Company, Visitor, etc):	
Yacht's name / Company:	

Description of complaint / problem:

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Would you like Flisvos Marina to contact you? YES

NO

Contact information: \_\_\_\_\_

**COMPLETED BY FLISVOS MARINA**

**Required corrective / preventive action in relation to the complaint :**

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Implementation Responsible (Name, Signature):

Implementation Date:

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**Verify implementation of corrective / preventive action :**

Has the action been implemented? YES  NO

Has the contact with the customer been realized? YES  NO

Verification Responsible (Name, Signature):

Verification Date: