

## CHAPTER 10

### CUSTOMER COMPLAINT RECORD

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#### **Introduction**

From time to time there may be a problem between the contractor and service performed for the customer. One remedy for this situation is to use a Customer Complaint Record.

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#### **Role of COR/QAE in a Customer Complaint**

The COR/QAE function as the eyes and ears of the contracting officer. They are to monitor the performance of the contractor. The work order desk normally filled out a customer complaint record. Although not restricted to the work order desk, this complaint form can be a vehicle the COR/QAE present to a customer who feels misrepresented by the contractor. A record must be maintained and verified by the COR/QAE on what transpired with the use of a customer complaint record.

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#### **Summary**

During the course of events, the contractor may fall short on pleasing the customer from time to time. The customer complaint record is a useful tool to verify customer dissatisfaction. Caution must be rendered when using this record. Keep in mind that verification on what transpired is required to prevent hearsay.

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