

**Annex B**  
(informative)

**Form for complainant**

The following is a sample form, containing the principal information which may aid a complainant to provide the key details required by the organization to handle the complaint adequately.

<b>1</b>	<b>Details of complainant</b>
	Name/organization _____
	Address _____
	Postal code, town _____
	Country _____
	Phone No. _____
	Fax No. _____
	E-Mail _____
	Details of person acting on behalf of complainant (if applicable) _____
	Person to be contacted (if different from above) _____
<b>2</b>	<b>Product description</b>
	Reference number of product/order (if known) _____
	Description _____
	_____
	_____
<b>3</b>	<b>Problem encountered</b>
	Date of occurrence _____
	Description _____
	_____
	_____
<b>4</b>	<b>Remedy requested</b>
	yes <input type="checkbox"/> no <input type="checkbox"/>
	_____
<b>5</b>	<b>Date, signature</b>
	Date _____ Signature _____
<b>6</b>	<b>Enclosure</b>
	List of enclosed documents _____
	_____
	_____