|  |  |  |
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| **COMPLAINT** | | |
| **Type** | **Source** | **Severity** |
| **${csCOMP\_Type}** | **${csCOMP\_ItemType}** | **${csCOMP\_RiskLevel}** |

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| **DETAILS** | | | |
| **Product Name** | ${csCOMP\_ItemName} | | |
| **QTY Affected** | ${csCOMP\_Qty} ${csCOMP\_UOM} | **Traceability Data** | ${csCOMP\_TraceabilityData} |
| **Defect Statement** | ${csCOMP\_DefectStatement} | | |
| **Defect Category** | ${csCOMP\_DefectCatgory} | | |
| **Defect Details** | ${csCOMP\_DefectDetails} | | |
| **Immediate Corrective Action** | **Action**: ${csCOMP\_Corrective}  **Date**: ${csCOMP\_CorrectiveDate} | | |

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| **SOURCE** | | | |
| **${csCOMP\_SourceTitle}** | ${csCOMP\_SourceName} | **Contact** | ${csCOMP\_SourceContact}  ${csCOMP\_SourceCountry} |

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| **RISK ASSESSMENT** | | | |
| **Hazard Type** | **Potential Hazard** | **Risk Rating** [L x S = RPN] | **Control measures** |
| ${csCOMP\_RA\_R}${csCOMP\_RA\_HazardType} | ${ csCOMP\_RA\_Hazard}  ${ csCOMP\_RA\_HazardDescription} | ${ csCOMP\_RA\_HazardLikelihood} x ${ csCOMP\_RA\_HazardSeverity} = ${ csCOMP\_RA\_HazardRisk} | ${ csCOMP\_RA\_HazardControls} |

|  |  |
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| **EVIDENCE** |  |
| ${csCOMP\_Evidence1} ${csCOMP\_Evidence2} ${csCOMP\_Evidence3} ${csCOMP\_Evidence4} |  |

|  |  |
| --- | --- |
| **ROOT CAUSE** |  |
| ${csCOMP\_RootCause} |  |
| **Corrective/Preventative action** | | |
| ${csCOMP\_CAPAVA\_R}**Action**: ${csCOMP\_CAPAVA\_CAAction}  **Assigned To**: ${csCOMP\_CAPAVA\_CAPerson}  **Deadline**: ${csCOMP\_CAPAVA\_CADate}  **Outcome**: ${csCOMP\_CAPAVA\_CAOutcome} | | |

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| **REPORT SIGN OFF** | | |  |
| **Report Outcome** | **Closed Date** | **Initials** |  |
| **${csCOMP\_Status}** | ${csCOMP\_ClosedDate} | ${csCOMP\_ClosedBy} |  |
| **Comments** | | |  |
| ${csCOMP\_Comments} | | |  |