苦情処理簿

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| 苦情受付日時 | 年　　月　　日　　曜日午前・午後　　時　　分 | | 受付担当者 |  |
| 苦情申出者氏名 |  | 電話番号 |  | |
| 住　　所 |  | | | |
| 苦情内容 |  | | | |
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| 原因究明の結果 |  | | | |
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| 苦情に対する  弁明の内容 |  | | | |
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| 改善措置 |  | | | |
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| 苦情処理担当者 |  | | | |