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| 苦情処理台帳 | | | | | 報告日 | | 令和　　年　　月　　日 | | | |
| 報告者 | | | | | 部署 |
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| 苦情受付日:令和　　年　　月　　日 | | 苦情受付者: | | | | | | 部署: | | |
| 受付方法: | | | 苦情発生元: | | | | | | | |
| 名称: | | | | | | 氏名: | | | | |
| 苦情対象項目 | | | | | | | | | | |
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| 苦情内容 | | | | | | | | | | |
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| 〈原因の究明〉 | 原因となった部署: | | | | | | | | | |
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| 〈処理〉１．説明（訪問・電話・文献送付）２．謝罪（訪問・電話）３．その他（　　　　　　） | | | | | | | | | | |
| 処理内容 | | | | | | | | | | |
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| 処理結果 | | | | | | | | | | |
| １．苦情発生元の了解が得られ解決 | | | 左記２、３の場合、その内容 | | | | | | | |
| ２．宿題事項有り | | |  | | | | | | | |
| ３．その他 | | |  | | | | | | | |
| 再発防止のための改善対策と改善内容 | | | | | | | | | | |
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| 備考 | | |  | | | | | | | |
|  | | |  | 管理責任者 | | | | | 管理者 | |
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