



OCPT-PPM/CS-014	Customer Complaints		
Rev. Date	07-01-2024	Original Issue:	07-01-2024

Ref. Procedure: PPM-CS-014 for Passenger Complaints Handling Ref. Clause: 4.8 Document Control

CUSTOMER COMPLAINT FORM

Complaint No: _____ (For office use only)	
Ref No: _____ (Receipt No or any other reference)	
Name: _____	
Address: _____	
Contact No: _____	
Complaint Description / Suggestion:	
Notify me on the action taken:	
YES	NO
Signature: _____	
Date: _____	