|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 苦情処理簿 | | | | | 回覧 | | | | | 受付者 |
|  | |  | |  |  |
| 受付日 | | | 令和　　年　　月　　日 | | | | | | | |
| 申出方法 | | | 電話・FAX・来訪・伝言・文書・面談 | | | | | | | |
| 申出者 | 氏名 | |  | 連絡先 | 自宅電話 | |  | | | |
| 職業 | |  | 勤務先 | |  | | | |
| 住所 | | 〒 − | E-Mail | |  | | | |
|  | | | | | | | |
| 苦情の内容 | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
| 原因究明の結果 | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
| 苦情に対する弁明の内容 | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
| 啓善措置、その他参考事項 | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
|  | | | | | | | | | | |
| 回答日 | | 令和　　年　　月　　日 | | | | 処理者氏名 | |  | | |