Organisation name Site or unit		FORM Product complaint record	
Document ID	OPT-FRM-005	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Form · OPT-FRM-005 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 15.6

1. Purpose

Records each complaint about a product or service, the review and the outcome.

2. How to complete

- Record each complaint at once.
- Record the review and action.
- Record the outcome told to the patient.

3. Checks

Check	Entry
Product or service and date	Yes
Complaint	Yes
Return or replacement (yes or no)	Yes or N/A
Review and action	Yes
Outcome told to patient (date)	Yes

4. Evidence

Reference	Note
E-009	Based on the ASF Expert Committee consensus and the WHO World report on hearing (2021).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

5. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

6. References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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