CUSTOMER COMPLAINT FORM
SAND & GRAVEL DIVISION

NATIONAL QUARRIES COMPANY LIMITED

CUSTOMER INFORMATION

Business Name: _____

Contact Person: _____

Address: _____

Date Purchased: ____ / ____ / ____   Date Complaint Received: ____ / ____ / ____

Invoice/ Delivery #: _____   Quarry: _____

Contact Number #: _____   Email: _____

NATURE OF COMPLAINT

PRODUCT ○ Yes   ○ No

	Organic	Fine	Coarse	Oversize	Clay	Dirty	Sticks	Oil	Other
Silt Sand	☐	☐	☐	☐	☐	☐	☐	☐	☐
Sharp Sand	☐	☐	☐	☐	☐	☐	☐	☐	☐
3/8" (10mm)	☐	☐	☐	☐	☐	☐	☐	☐	☐
3/4" (20mm)	☐	☐	☐	☐	☐	☐	☐	☐	☐
1 1/2" (40mm)	☐	☐	☐	☐	☐	☐	☐	☐	☐
Silt Sand	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other:	☐	☐	☐	☐	☐	☐	☐	☐	☐

SERVICE ○ Yes   ○ No

	Very Poor	Poor	Average	Good	Very Good
Response	☐	☐	☐	☐	☐
Time Spent at Weighbridge	☐	☐	☐	☐	☐
Time Spent Loading Trucks	☐	☐	☐	☐	☐
Product Availability	☐	☐	☐	☐	☐
Billing (Moisture)	☐	☐	☐	☐	☐
Other:	☐	☐	☐	☐	☐

ENVIRONMENT ○ Yes   ○ No

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DETAILS OF COMPLAINT

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FINDINGS

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Signature: _____   Date: ____ / ____ / ____

CORRECTIVE ACTION

Short Term Corrective Action:

☐ **Rewash**   ☐ **Downgrade**   ☐ **Use for Mix**   ☐ **Apology**   ☐ **Refund**   ☐ **Other:**.................................

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Long Term Corrective Action:

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Signature: _____   Date: ____ / ____ / ____

CUSTOMER COMPLAINT FORM
LIMESTONE DIVISION

NATIONAL QUARRIES
COMPANY LIMITED

CUSTOMER INFORMATION

Business Name: _____

Contact Person: _____

Address: _____

Date Purchased: _____ / _____ / _____   Date Complaint Received: _____ / _____ / _____

Invoice/ Delivery #: _____   Quarry: _____

Contact Number #: _____   Email: _____

NATURE OF COMPLAINT

PRODUCT ◯ Yes ◯ No

	Organic	Fine	Coarse	Oversize	Clay	Dirty	Sticks	Oil	Other
Crusher Run	☐	☐	☐	☐	☐	☐	☐	☐	☐
3/8" Limestone	☐	☐	☐	☐	☐	☐	☐	☐	☐
3/4" Limestone	☐	☐	☐	☐	☐	☐	☐	☐	☐
Rip Rap	☐	☐	☐	☐	☐	☐	☐	☐	☐
Limestone Dust	☐	☐	☐	☐	☐	☐	☐	☐	☐
Scalping	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other:	☐	☐	☐	☐	☐	☐	☐	☐	☐

SERVICE ◯ Yes ◯ No

	Very Poor	Poor	Average	Good	Very Good
Response	☐	☐	☐	☐	☐
Time Spent at Weighbridge	☐	☐	☐	☐	☐
Time Spent Loading Trucks	☐	☐	☐	☐	☐
Product Availability	☐	☐	☐	☐	☐
Billing (Moisture)	☐	☐	☐	☐	☐
Other:	☐	☐	☐	☐	☐

ENVIRONMENT ◯ Yes ◯ No

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DETAILS OF COMPLAINT

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FINDINGS

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Signature: _____   Date: ____ / ____ / ____

CORRECTIVE ACTION

Short Term Corrective Action:

☐ **Rewash**   ☐ **Downgrade**   ☐ **Use for Mix**   ☐ **Apology**   ☐ **Refund**   ☐ **Other:**...............................

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Long Term Corrective Action:

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Signature: _____   Date: ____ / ____ / ____