|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date de la plainte** | **Nom du client** | **Nature de la plainte** | **Actions décidées** | **Responsable de l’action** | **Date de la réponse** | **Etat** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |