

# Customer Complaint Form

## 1. Client Guide for Filing a Complaint

### 1.1. Step-by-Step Procedure:

- Complete the Complaint Form clearly with required fields.
- Describe the complaint thoroughly, attach relevant documents or photographs.
- Select the applicable type of complaint.
- Assess and mark the severity/risk.
- Provide source and method of feedback clearly.
- Detail any actions already undertaken.
- Sign, date, and provide your contact details.
- Submit the form via email or postal mail;

### Important Reminders:

- Ensure all details are accurate and readable.
- Submit promptly after issue identification.
- Keep a copy of the submitted complaint and supporting documents

## 2. Customer Information

<b>Company/ Organization:</b>	
<b>Address:</b>	
<b>Name:</b>	
<b>Phone:</b>	
<b>Email:</b>	
Preferred Contact: <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> No preference	

## 3. Device Information

Device Model:  CPC12S;  CPC1S;  CPC3;  CPC12

Device Serial Number: .....

#### 4. Complaint Details

**Complaint Description (attach additional pages/photos if necessary):**

Type of Complaint (mark applicable):

- Device not powering on
- Battery issue (charging/not holding charge)
- Connectivity issue (Bluetooth/Wi-Fi)
- Sensor malfunction (ECG, SpO<sub>2</sub>, Temperature)
- Inaccurate measurements (ECG, SpO<sub>2</sub>, Temperature)
- Labeling issue
- Packaging damage
- Missing components/accessories
- Adverse Event
- Other (specify):

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#### 5. Severity/Risk Assessment

Did the issue result in injury/safety risk?  No  Yes

- Non-serious injury
- Serious injury
- Life-threatening event

#### 6. External Customer Feedback

Feedback Source:  End-user  Healthcare Provider  Distributor  Other:

Feedback Channel:  Email  Phone  In-person  Online form  Other:

Follow-up Actions Taken:

#### 7. Signature & Date

Complainant Signature:..... Date:.....

Name & Title:..... Response Requested:  Yes  No

#### 8. Submission Instructions

Email: info@checkpointcardio.com

Mail: Check Point R&D Ltd., Quality Department, 37 Osvobozenie Str., 6100 Kazanlak, Bulgaria