MINISTRY OF INDUSTRY
RECORDING SYSTEM FOR COMPLAINTS

Tracking No	Complainant Name	Complainant Contact	Date of Complaint	Complaint type	Complaint Description	Amount lost	Action Used	Name of Responsible Party	Date of Response.

MINISTRY OF INDUSTRY
GRIEVANCE RESPONSE TEMPLATE

Tracking No	Complainant Name	Name of Exporter/Trader	Contact details	Date of Complaint	Type of Complaint	Status(Open/Ongoing/Resolved	MDA	Solvency Mechanism	Date of Response.