



ZANZIBAR BUREAU OF STANDARDS

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Standards ○ Quality ○ Life

COMPLAINT RESPONSE REPORT

Office: PACKAGING LABORATORY

Customer name: ANONYMOUS

Complaint: Our test for product XYZ delays almost 3 weeks. Kindly we need an answer regarding on this matter.

Response: Tumefatilia kuwa XYZ product imetoka tangu 24/11/2024 na amekabidhiwa bwana Ashraf Hamadi Ali mwenye namba 07999999990

Response Date: 17th December, 2024

Yusuph Majid Nassor

Director General

