**Importante:** La siguiente información se trata de forma **CONFIDENCIAL** de conformidad con la Ley 1581 de 2012, cuando el CDA deba por ley divulgar información confidencial, usted será notificado acerca de la información proporcionada, salvo que esté prohibido por ley.

# Fecha: Reporte #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Teléfono: Placa: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Nombre del cliente: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Tipo de documento identidad: CC \_ TI.\_\_ T. Ext.\_\_ Pasaporte \_\_ Número: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Dirección: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Ciudad: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Teléfono: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Celular: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Fuentes** | **Llamada telefónica** | | | **Personalmente** | | | | | **Correo Electrónico** | | |
| **Encuesta** | | | **Buzón** | | | | | **Otras:** | | |
| **Queja** | |  | **Apelación** | |  | **Sugerencia** |  | | | **Felicitaciones** |  |
| **Descripción de la Queja y/o apelación** | | | | | | | | | | | |
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| **Validación: Si**  **No Validado por:** | | | | | | | | | | | |
| **Investigación:** | | | | | | | | | | | |
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| **Decisión del Comité** | | | | | | | | | | | |
| **Acción** | | | | | | | | **Responsable** | | | |
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| **Fecha Notificación al cliente:** | | | | | | | | | | | |
| **Medio de Notificación:** | | | | | | | | | | | |
| **Requiere acción correctiva: Si No #:** | | | | | | | | | | | |

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| **Responsables** | | **Firma** | **Fecha** | | |
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| **Seguimiento de las Acciones:** | | | | | |
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| **Responsable** | **Firma** | | | **Fecha** | |
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| **Reincidencia:** | | | | | |
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| **Responsable** | **Firma** | | | | **Fecha** |
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