**1. Informasi Pengaduan**

**Nama Pelapor :** .............................................  
**Alamat :** .............................................  
**Nomor Telp/HP:** .............................................  
**Email :** .............................................  
**Tgl Pengajuan :** .............................................  
**Jenis Keluhan:**  
☐ Produk  
☐ Layanan  
☐ Proses  
☐ Lainnya: .............................................

**2. Rincian Keluhan**

**Uraian Keluhan:**  
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................................................................................................................................................................................  
................................................................................................................................................................................

**Tanggal Terjadinya Masalah:**  
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**Bukti Pendukung (jika ada):**  
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................................................................................................................................................................................

**3. Penerimaan Keluhan**

**Tanggal Diterima:**  
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**Nama Petugas Penerima:**  
.............................................

**Tanda Tangan:**

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**4. Verifikasi dan Investigasi Keluhan**

**Nama Penanggung Jawab Investigasi:**  
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**Tanggal Investigasi:**  
.............................................

**Hasil Verifikasi:**  
☐ Diterima  
☐ Ditolak

**Uraian Hasil Investigasi:**  
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................................................................................................................................................................................

**Tindakan Korektif yang Direkomendasikan:**  
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**5. Penyelesaian dan Tindakan Korektif**

**Tanggal Tindakan Korektif:**  
.............................................

**Penanggung Jawab Tindakan Korektif:**  
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**Uraian Tindakan Korektif yang Diambil:**  
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................................................................................................................................................................................

**Apakah Keluhan Telah Diselesaikan?**  
☐ Ya  
☐ Tidak

**6. Komunikasi Hasil kepada Pelapor**

**Nama Petugas yang Menghubungi Pelapor:**  
.............................................

**Tanggal Komunikasi Hasil:**  
.............................................

**Metode Komunikasi:**  
☐ Email  
☐ Telepon  
☐ Lainnya: .............................................

**Uraian Balasan Pelapor (Jika Ada):**  
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................................................................................................................................................................................

**7. Penutupan Keluhan**

**Nama Petugas yang Menutup Keluhan:**  
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**Tanggal Penutupan:**  
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**Tanda Tangan:**  
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