Customer Complaint Log

How-to guide: what the workbook does, how to use it and what every number means. mfgcalcs.com

Customer Complaint Log

Log every customer complaint and see complaints per 100 units shipped, response and closure on time, justified and repeat complaints, cost and what to close first.

For: Quality managers, customer service and quality engineers at manufacturers who answer customer complaints and report complaint rates.

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Quick start

1. On Setup, type your company name, currency, status date, complaint-rate ceiling and repeat window, then replace the example customers, categories and severities with their response and closure windows.
2. On Shipments, add the units shipped to each customer each month: the complaint rate divides by them.
3. On Complaint Log, add one row per complaint as it arrives; type the response date, the closed date and whether it was justified as they happen. Read the Check column: anything other than OK names the gap.
4. Open the Dashboard and filter by customer, category or dates; close the open complaints at the top of the list first.

What is in the workbook

Start Here	Read this first: what the workbook does and how to use it.
Setup	Your company, status date, complaint-rate ceiling and the lists the dropdowns read.
Shipments	Units shipped to each customer each month: the denominator of the complaint rate.
Complaint Log	One row per customer complaint: what, how severe, when you responded and closed it, and what it cost.
Dashboard	Complaint rate, response and closure on time, why customers complain and what to close first, for the customer, category and dates you choose.
Method	How every number is calculated, with assumptions, limits and sources.
Verify	Self-check: the workbook's formulas recomputed on fixed inputs against an independent reference.
About MFG Calcs	Everything MFG Calcs offers, free: calculators, templates, tariff tools, data and the Calkee AI helper.

What each number means

Quantity	How it is calculated	Units

Quantity	How it is calculated	Units
Complaints per 100 units	Complaints received / units shipped x 100 over the customers and months in view, as the live Customer Complaint Rate calculator defines it. Shipments count whole months and every category.	per 100 units
Response on time	Yes when the first response came on or before received + the severity's response window; with no response yet, Overdue after that date and Due soon before it. The Dashboard rate is Yes / (Yes + No).	%
Status and closed on time	Closed; or, for an open complaint at the status date, Overdue after received + the closure window, Due soon within 5 days of it, Open before. Closed on time compares the closed date with the same due date.	-
Days open	Closed - received; for an open complaint, status date - received. The Dashboard averages it over closed complaints.	days
Justified	Complaints marked Yes / (Yes + No): open complaints marked Pending are left out until investigated.	%
Repeat	The same customer raised the same category within the repeat window before this complaint.	-
Category Pareto	Complaints per category, ranked largest first by COUNTIF ranks (ties keep list order). Helper columns AO:AQ on the Dashboard are hidden.	complaints, %

Assumptions, limitations, sources and the self-check (the Verify sheet, which recomputes the workbook's formulas on fixed test inputs) are in the workbook. The last page shows the Dashboard with the example data for Rydal Valve Company, a fictional business.

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Engineering estimates for planning and improvement work. Verify the results against your own process, data and standards before you rely on them.

Customer Complaint Log

Complaint rate, response and closure on time, why customers complain and what to close first, for the customer, category and dates you choose.

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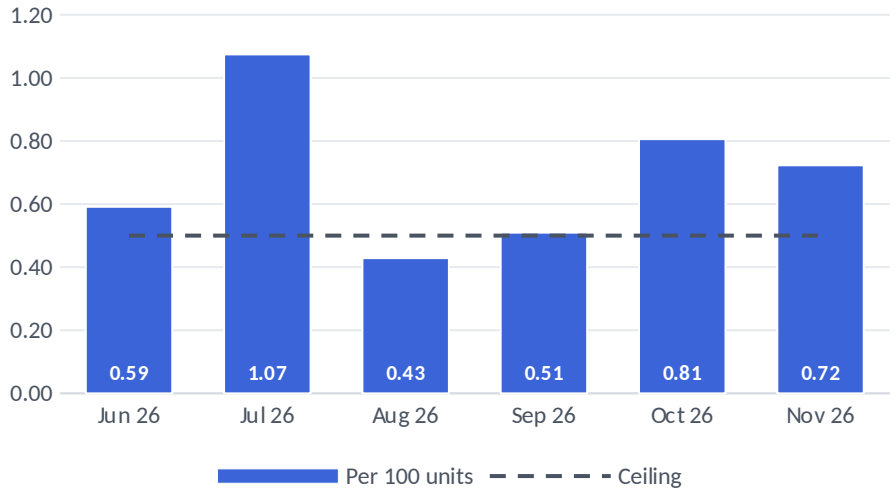
Customer		Received from	
Category		Received to	

Showing 50 complaints and 7,165 units shipped. Rate = complaints / units shipped x 100; units cover whole months and every category. Status as of 23 Nov 2026.

COMPLAINTS PER 100 UNITS	COMPLAINTS RECEIVED	OPEN COMPLAINTS	OVERDUE
0.70	**50**	**11**	**4**
Ceiling 0.50	In view, justified or not	Not closed at the status date	Open past the close due date
Above target			

Complaints per 100 units by month



First response by month received

