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| **Complaint / Objection** |
| **Progressive** |  |
| **Received date** |  |
| **Sender details** |  |
| **Problem Description** |  |
| **Processes and staff involved** |  |
| **Is it eligible?** |  |
| **Eligible or not eligible reasons** |  |
| **Approved by** |  |
| **Signature** |  |

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| --- |
| **Decision** |
| **Decision date** |  |
| **Decision team** |  |
| **Decision description** |  |
| **Approved by** |  |
| **Signature** |  |

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| --- |
| **Answer of the sender** |
| **Answer date** |  |
| **Answer description** |  |