|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DATOS DE QUIEN INSTAURA LA PQRA** | | | | | | | | |
| |  | | --- | | **TIPO DE SERVICIO: INSPECCIÓN LABORATORIO** | | | | | | | | | |
| **CLASIFICACIÓN:**   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | PETICIÓN |  | QUEJA |  | RECLAMO |  | APELACIÓN |  |  |  |  |  | | --- | --- | --- | | DERECHO DE PETICIÓN |  |  | | | | | | | | | |
| **COMUNICACIÓN:**   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | TELEFÓNICA |  | OFICIO |  | E-MAIL |  | PÁG. WEB |  | VERBAL |  |  | | | | | | | | | |
| **FECHA** |  | | | | | | | |
| **NOMBRE DE LA OBRA / CLIENTE** | | | | | | | | |
|  | | | | | | | | |
| **PROPUESTA COMERCIAL** | |  | **EXPEDIENTE** |  | **DICTAMEN** | |  | **No.** |
| **PERSONA CONTACTO** | | | | | | **CELULAR/ TELEFONO** | | |
|  | | | | | |  | | |
| **CARGO** |  | | | | | | | |
| **E-MAIL** |  | | | | | | | |
| **DIRECCIÓN:** |  | | | | | | | |

|  |  |
| --- | --- |
| **DESCRIPCION DE LA PQRA:** | |
|  | |
| **PERSONA QUE RECIBE PQR** |  |
| **La información entregada para dar respuesta a la queja es suficiente SI NO** | |