TABLEAU D’ANALYSE ET DE GESTION DES APPRECIATIONS ET DES RECLAMATIONS

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| **Date de réclamation** | **Nom Client** | **Email** | **Adresse** | **Tél** | **Motif contact** | **Interlocuteur** | **Action** | **QUI ?** | **Date de la réponse** | **Statut** | **Satisfaction client** |
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