附件5

消费者投诉处理记录

编号：

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| **日期及时间** | **当事人** | **内容纪要** | **处理方式** | **经办人** |
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注：

本文书适用于有管辖权的分局处理消费者投诉时做好相关记录，力求记载详细，留好履职痕迹，降低履职风险。