

## Complaint Form

By filing in this form, you will be lodging a formal complaint. We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible. A reply will be forwarded to you within twenty (20) days.

Name: \_\_\_\_\_

Contact Details: \_\_\_\_\_  
\_\_\_\_\_

Please detail your concern in full, giving as much detail as possible, include extra pages if necessary. Please include:

1. A brief description of the complaint
2. Whether you wish to formally present your case
3. The steps you have taken to deal with this matter yourself
4. What you would like to happen to fix the problem and prevent it from happening again

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Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**We will be in contact within twenty (20) days, thank you.**

### CSI Office Use Only:

Received by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Complaints number issued: \_\_\_\_\_

### General Manager Use Only:

Date of response: \_\_\_\_/\_\_\_\_/\_\_\_\_

Follow up date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Specify improvement possible on complaint:

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Resolution date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Entered into Complaints Register: ☐ Yes ☐ No Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

General Manager's signature: \_\_\_\_\_

General Manager's name: \_\_\_\_\_