

# Customer Complaint Form

## 1. Customer details

|                               |                           |                         |          |
|-------------------------------|---------------------------|-------------------------|----------|
| Title (Mr, Mrs, etc)          | Family name (surname)     | Given names             |          |
| Mr                            | Bailey                    | Adam                    |          |
| Street address                |                           | Suburb                  | Postcode |
| 124 Brooke Street             |                           | Palmwoods               | 4550     |
| Home telephone number         | Business telephone number | Mobile telephone number |          |
|                               |                           | 0422 407 504            |          |
| Email address (if applicable) |                           |                         |          |
| adambailey@gmail.com          |                           |                         |          |

## 2. Details of other person or supplier involved in this complaint

|                               |                           |                         |          |
|-------------------------------|---------------------------|-------------------------|----------|
| Name                          |                           |                         |          |
| Kyla Aila                     |                           |                         |          |
| Street address                |                           | Suburb                  | Postcode |
| 4116 Park Road                |                           | Hambour                 | 4560     |
| Home telephone number         | Business telephone number | Mobile telephone number |          |
|                               |                           | 0412188022              |          |
| Email address (if applicable) |                           |                         |          |
| avilakyla697@yahoo.com        |                           |                         |          |

## 3. Details of goods or services supplied to the customer

|                                                                                                   |
|---------------------------------------------------------------------------------------------------|
| Date of purchase or service                                                                       |
| 02 / 05 / 2010                                                                                    |
| Description of the goods or service including make, model, type of service, purchase method, etc. |
| 2008 LG Television 16 inch ultra HD #32LG300                                                      |
| Bought with speakers, paid by cash \$760.00 full price                                            |

## 4. Details of what the customer complaint is

|                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| First complained about a faulty product that was still under warranty. wanted a replacement but was refused by Michelle. He has now approached a manager to complain about faulty product and rude employee. He originally wanted a replacement but it was not granted due to non-compliance of the warranty agreement. He is now seeking a refund of the product and formally complaining about an attitude of an employee for the refusal. |
|                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                              |

### Office use only

|                          |               |                                     |
|--------------------------|---------------|-------------------------------------|
| Complaint received by    | Date received | In person <input type="checkbox"/>  |
|                          | / /           | In writing <input type="checkbox"/> |
| Action taken or required |               |                                     |
|                          |               |                                     |
| Date action completed    | Signature     |                                     |
| / /                      | X             |                                     |