

# Customer Complaint Form

## 1. Customer details

|                               |                              |                                |
|-------------------------------|------------------------------|--------------------------------|
| Title (Mr, Mrs, etc)          | Family name (surname)        | Given names                    |
| Mr                            | <del>Williams</del> Williams | <del>Frederick</del> Frederick |
| Street address                | Suburb                       | Postcode                       |
| 28 Goodchap Street            | Noosa ville                  | 4566                           |
| Home telephone number         | Business telephone number    | Mobile telephone number        |
|                               |                              | 0463 241 661                   |
| Email address (if applicable) |                              |                                |
| Fwilliams29@hotmail.com       |                              |                                |

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

|                               |                           |                         |
|-------------------------------|---------------------------|-------------------------|
| Name                          |                           |                         |
| Leilah Chadburne              |                           |                         |
| Street address                | Suburb                    | Postcode                |
| 4 Tallgon Avenue              | Verric/dale               | 4562                    |
| Home telephone number         | Business telephone number | Mobile telephone number |
|                               |                           | 0450239507              |
| Email address (if applicable) |                           |                         |
| lchadburne33@gmail.com        |                           |                         |

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

|                             |                                                                                                       |
|-----------------------------|-------------------------------------------------------------------------------------------------------|
| Date of purchase or service | Description of the goods or service including make, model, type of service, purchase method, etc.     |
| 04 / 16 / 2010              | 2008 LG Television 18 inch Ultra HD #32LG800 brought with Cabaret \$849.95 final price, paid by card. |

## 4. Details of what the customer complaint is

|                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Complained about faulty product that was still under warranty. Wanted a replacement but was refused by Michelle. He has now approached manager <del>the</del> about product being faulty and a rude employee. He originally wanted a replacement but was not <del>the</del> given to him due to non-compliance of the warranty arrangement. He is now seeking a refund and writing a formal complaint about a rude employee. |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 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             |                                    |                                     |