

Customer Complaint Form

1. Customer details

Title (Mr, Mrs, etc)	Family name (surname)	Given names	
Mr	Gaylard	Pete	
Street address		Suburb	Postcode
49 Baguley Road		Noosa	6666
Home telephone number	Business telephone number	Mobile telephone number	
		0412 711 788	
Email address (if applicable)			
petegay@bigpond.com			

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

Name			
Abby Hemsworth			
Street address		Suburb	Postcode
13 princess lane		Bondi Beach	3333
Home telephone number	Business telephone number	Mobile telephone number	
		0472 391 460	
Email address (if applicable)			
abby.hem@gmail.com			

3. Details of goods or services supplied to the customer

Date of purchase or service
21/07/16
Description of the goods or service including make, model, type of service, purchase method, etc.
Sunbeam Cordless Kettle - Glass Illum Blue 1.7 litre #KE9500 Bought for \$79.00, paid in full with cash

4. Details of what the customer complaint is

Returned to the store with his faulty kettle that is still under warranty. Originally wanted a replacement of the product but was refused by Adam because it has been used. Now has approached a manager to complain about the faulty product & rude employee. Replacement was not granted due to non-compliance of the warranty agreement. He is now wanting a refund of the product and to lodge a official complaint about the employee.

Office use only

Complaint received by	Date received	In person ☐
	/ /	In writing ☐
Action taken or required		
Date action completed	Signature	
/ /	X	