

Customer Complaint Form

1. Customer details

Title (Mr, Mrs, etc)	Family name (surname)	Given names	
Mr	Bailey	Adam	
Street address		Suburb	Postcode
124 Brook Street		Palmwoods	4559
Home telephone number	Business telephone number	Mobile telephone number	
		0422 497 564	
Email address (if applicable)			
adam.bailey@gmail.com			

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

Name			
Erin Bailey			
Street address		Suburb	Postcode
11 Harris Court		Woombie	4569
Home telephone number	Business telephone number	Mobile telephone number	
		0472 345 709	
Email address (if applicable)			

3. Details of goods or services supplied to the customer

Date of purchase or service
02/05/2016
Description of the goods or service including make, model, type of service, purchase method, etc.
2008 LG Television 16 inch Ultra HD #32LG30D
Bought with speakers, paid by cash \$769.00 full price

4. Details of what the customer complaint is

First complained about a faulty product that was still under warranty. Wanted a new replacement but was refused by Michelle. He has now approached a manager to complain about faulty product & 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 & formally complaining about an attitude of an employee for the refusal.

Office use only

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