

Customer Complaint Form

1. Customer details

Title (Mr, Mrs, etc)	Family name (surname)	Given names	
Miss	Hempshall	Melodie	
Street address		Suburb	Postcode
153 Howard Street		Nambour	4560
Home telephone number	Business telephone number	Mobile telephone number	
		0474270954	
Email address (if applicable)			
melhempshall@gmail.com			

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

Name			
Tahlia Roberts			
Street address		Suburb	Postcode
18 Palmwoods Lingard st		Palmwoods	4535
Home telephone number	Business telephone number	Mobile telephone number	
547 888 46		0420 631 752	
Email address (if applicable)			
tahlia.roberts15@gmail.com			

3. Details of goods or services supplied to the customer

Date of purchase or service
19/03/19
Description of the goods or service including make, model, type of service, purchase method, etc.
2017 LG television 18inch Ultra HD #32LG0D
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 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 warrant 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 ☐
	19/03/19	In writing ☐
Action taken or required		
Date action completed	Signature	
20/03/19	X Tahlia	