

Customer Complaint Form

1. Customer details

Title (Mr, Mrs, etc)		Family name (surname)		Given names	
Mr		Arnold		James.	
Street address		Suburb		Postcode	
12 Maud St		Nambour		4560	
Home telephone number		Business telephone number		Mobile telephone number	
				0422 497 564	
Email address (if applicable)					

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

Name					
Chad Oneil					
Street address		Suburb		Postcode	
12 Garrol St		Nambour		4560	
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	
02/05/2019	
Description of the goods or service including make, model, type of service, purchase method, etc.	
2015 LG Television 16 inch ultra HD #32LG30D Bought along with speakers paid cash \$769.99 full price.	

4. Details of what the customer complaint is

First complained- about a faulty product and still under warranty. The customer wanted a replacement but is refused by one of the employees. He has now approached a manager to complain about both the faulty product and the rude employee- He now wants a refund not a replacement. Also, he formally complained about the attitude of the 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	

