

Customer Complaint Form

1. Customer details

Title (Mr, Mrs, etc)	Family name (surname)	Given names
Mr	James.	Amal
Street address	Suburb	Postcode
15 Mand St	Namibour	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	Dwi Nugraha		
Street address	Suburb	Postcode	
12 Carol St	Namibour	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	Description of the goods or service including make, model, type of service, purchase method, etc.
02 / 05 / 2019	2015 LG Television. 16 inch Ultra HD # 32 LG 30D Bought along with speakers and paid cash. \$ 769.00 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 employee. 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 refusal.

Office use only

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