



COMPLAINT FORM

Important:

- I. Please complete the following information in clearly legible writing or printing and attach copies of any relevant documentation (contracts, receipts etc.).
- II. A complaint will not be accepted if you have not already contacted the trader in the endeavour to resolve this dispute or if this dispute is already the subject of legal action by either party.

A) Complaint made by (Your Details)

Surname

Given Names

Street Address

Suburb / Town

Post Code

Postal Address

Suburb / Town

Post Code

Home

Work

Facsimile

Email

B) Complaint Against (Trader Details)

Name of Trader

Street Address

Suburb / Town

Post Code

Telephone Number

Name of Contact:

C) What type of service does your complaint relate to?

- | | |
|---|---|
| <input type="checkbox"/> Electronic Alarm | <input type="checkbox"/> Security Doors & Windows |
| <input type="checkbox"/> Locking Devices | <input type="checkbox"/> Guards |
| <input type="checkbox"/> Safes | <input type="checkbox"/> Security Patrols |
| <input type="checkbox"/> Vehicle Security | <input type="checkbox"/> Other: |

D) Have you made any attempt to resolve the dispute.

☐ NO ☐ YES DATE / / 20

Who did you speak or write to

Was any offer or restitution or settlement made by the trader (Give Details)

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Date(s) of Approach(es)

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E) Have any legal proceedings been initiated by either party

☐ NO ☐ YES Give Details:

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F) Complaint details

Please state concisely all relevant details of your complaint in the space below.

Note: This includes details of unsatisfactory services: services not complying with your contract; variation of the agreed cost; breach of the contract etc. Please include all dates and transactions relating to the dispute.

Please attach photocopy of original and subsequent (if any) contracts.

Problem

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Please note that there are two conditions:

- Signature _____ Date _____

(saiwa/standard/compform.doc)