



**CUSTOMER COMPLAINTS FORM**

**FOR OFFICE USE ONLY**

**Form of complaint:**  Personal  Telephonic  By Facsimile  By E-Mail  Internet

Origin of complaint:  Internal  External

Date Received:       Received by:

Time Received:

Date Captured:       **Reference Number**

**Step 1: Personal Details of the Complainant**

Names of a Person:

Organisation / Department:

Division/Section/School:

Physical Address:

Postal Address:

Contact Numbers: Telephone       Cell

E-mail Address:

Choose the preferred method of communication:  Physical Address  Postal Address  Telephone

Cellphone  E-Mail  Other (specify)

**Step 2: Details of the complaint**

In order for the Customer Care Centre to understand your complaint, when writing try to include all of the following in your explanation:

**WHEN** did you encounter the problem? See the attached correspondence

**WHERE** did the problem occur?

**WHICH** Directorate or Sub-Directorate is involved?

