

COMPLAINT FORM

1 Your Details										
Full Name										
Address										
Telephone	Home:		Work:		Mobile:					
Email										
Your preferred method of contact :	Mail	<input type="checkbox"/>	Email	<input type="checkbox"/>	Telephone – Home	<input type="checkbox"/>	Mobile	<input type="checkbox"/>	Work	<input type="checkbox"/>

2 Details of your Complaint		
<input type="checkbox"/> Products or Services	<input type="checkbox"/> Contact Centre	<input type="checkbox"/> Website
<input type="checkbox"/> Misleading Conduct	<input type="checkbox"/> Documentation	<input type="checkbox"/> Deposit / Pre-Payment / Cancellation
<input type="checkbox"/> Visa / Passport	<input type="checkbox"/> Refunds	<input type="checkbox"/> Ticket / Itinerary / Transfers
<input type="checkbox"/> Pricing	<input type="checkbox"/> Other please specify	
Summary of Complaint		
.....		
.....		
.....		

3 Other Details	
Name of the person you have been dealing with about your travel service (if known)	
Have you spoken to any of our staff about your complaint <input type="checkbox"/> No <input type="checkbox"/> Yes	
If yes please provide details	
.....	

4 Remedy requested	
<input type="checkbox"/> No, I do not require return contact, this is for feedback purposes only	
<input type="checkbox"/> Yes	
.....	

5 Signature and Date	
Signature	
Date	
List of enclosed documents (if any)	