



SERVICE COMPLAINT FORM

PLEASE COMPLETE AND RETURN TO:
ANGOSTURA LIMITED, CUSTOMER SERVICE DEPARTMENT

Corner Eastern Main Road & Angostura Street
Laventille, Trinidad. W.I.

Telephone: 1-868-623-1841; Fax: 1-868-623-1847; Email: css@angostura.com

(1) Customer Information:

Customer's Name (Complainant)..... Mr. Ms Mrs.

Registered Business Name.....

Mailing Address:.....
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Country of Service Complaint.....Telephone No:.....E-mail.....

Customer Account No. (If applicable).....Name of Salesman...

(2)Complaint Categories: (Tick appropriate box/ boxes relating to complaint)

- Local Orders Export Orders Collectors Pricing In-house (Retail Shop)
- Payments Received Cheque Disbursements Delivery Time Delivery Trucks
- Salesmen Poor Service Incorrect Order Billed/Delivered

(3)Nature of Complaint (Please attach all relevant documents)

Describe your complaint in chronological order. Please be specific as possible, and include dates, times and names.

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(4) Details of your attempt to resolve the complaint:

Who did you speak or write to?.....



What did they offer to do for you?.....
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(5) When did the advice, transaction or poor service that you're complaining about take place?

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(6) Have you referred your complaint to any other organization? YES NO

(7) If yes, which organization?

(8) Who did you speak with?

(9) What do you think would be a fair settlement of your complaint?

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Notice to Complainant:

- All processed Service Complaints will be addressed within 10 working days of the date received. The completed response will be sent to the address on the Service Complaint Form.
- I understand that I must submit copies of all relevant documents, including but not limited to: invoices, contracts, correspondence, proof of payments, etc. within 30 days of filing a complaint with Angostura Limited. I understand that failure to submit these documents within the specified time limit will be considered cause for dismissal by the Angostura Limited.
- I understand that this complaint will be forwarded to other internal parties and/or external agencies.

By filing and signing this Complaint, I verify that I have read and understand the above notices, and that all information is true, correct and complete to the best of my knowledge.

_____ Date

_____ Complainant Signature

DO NOT WRITE BELOW HERE – FOR ANGOSTURA LIMITED’S USE ONLY

COMPLAINT REF. NO.....

LOCAL EXPORT INTERNET WALK-IN OTHER

Date Complaint ReceivedReceived by:.....Ext/Tel.....

Comments

Customer Service Manager.....Complaints Co-ordinator..... Date