



## Complaint form

### 1. Your Details

Your Name : \_\_\_\_\_

Your Address: \_\_\_\_\_

Phone Home : \_\_\_\_\_ Mobile : \_\_\_\_\_ Work : \_\_\_\_\_

Email : \_\_\_\_\_

Your preferred method of contact: Mail  Email  Telephone – Home  Mobile  Work

### 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  No  Yes

If yes please provide details \_\_\_\_\_

\_\_\_\_\_

4. Remedy requested  No, I do not require return contact, this is for feedback purposes only

Yes \_\_\_\_\_

\_\_\_\_\_

### 5. Signature and Date

Signature \_\_\_\_\_ Date \_\_\_\_\_

List of enclosed documents (if any) \_\_\_\_\_