

## Customer complaint form.

Please complete and return this form recorded delivery to: PDC Admin, Smiths News, Central Operations, Rowan House, Cherry Orchard North, Kembrey Park, Swindon, Wiltshire, SN2 8UH.

Or via E-mail to: pdc.admin@smithsnews.co.uk

### Your details:

Name \_\_\_\_\_

Customer Number \_\_\_\_\_

Serving Depot \_\_\_\_\_

Shop Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone Number \_\_\_\_\_

Email \_\_\_\_\_

### Your complaint:

Date complaint previously raised \_\_\_\_\_

Query reference number \_\_\_\_\_

Please indicate which area of our service you feel has fallen short of standards:

- |  |   |
|--|---|
| <input type="checkbox"/> Deliveries - timelines              | <input type="checkbox"/> Invoicing                        |
| <input type="checkbox"/> Deliveries - quality                | <input type="checkbox"/> Communication                    |
| <input type="checkbox"/> Paper work                          | <input type="checkbox"/> New customer supply arrangements |
| <input type="checkbox"/> Claims                              | <input type="checkbox"/> Sub-retailing                    |
| <input type="checkbox"/> Unsold product & returns collection | <input type="checkbox"/> Financial arrangements           |
| <input type="checkbox"/> Voucher product                     | <input type="checkbox"/> Added-value services             |
| <input type="checkbox"/> Order & supply management           |   |

Signed \_\_\_\_\_

Print name \_\_\_\_\_

Date Submitted: \_\_\_\_\_

Date Received by Manager: \_\_\_\_\_

Date Received by Regional Director: \_\_\_\_\_

Please write a description of your complaint in the space provided below:

\_\_\_\_\_

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Position (eg Owner, Manager) \_\_\_\_\_

Use this space for extra information and evidence:

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## Customer complaint form

Reference number: \_\_\_\_\_

Date first issued: \_\_\_\_\_

Customer number: \_\_\_\_\_

### Wholesaler's response to retailer's complaint

Date when the form returned to the retailer: \_\_\_\_\_