smiths news plc

Customer complaint form

Please complete and return this form by recorded delivery to: **PDC Admin, Smiths News, Javelin Park, Black Country New Road, Wednesbury, WS10 7ND**

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

Your details:

Name

Customer Number

Serving Depot

Shop Name

Address

Telephone Number

Email

Your complaints history:

Date complaints previously raised

Query reference numbers

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

- ☐ Deliveries—timeliness
- ☐ Deliveries—quality
- ☐ Paper work
- ☐ Claims
- ☐ Unsold product & returns collection
- ☐ Voucher product management
- ☐ Order & supply
- ☐ Invoicing
- ☐ Communication
- ☐ New customer supply arrangements
- ☐ Sub-retailing
- ☐ Financial arrangements
- ☐ Added-value services

Signed

Print name

Position (e.g. Owner, Manager)

Date Submitted:

Date Received by Manager

Date Received by Regional Director

Please write a description of your complaints in the space below: