

# 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 email to [PDC.admin@smithsnews.co.uk](mailto: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—timeliness               | <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 below

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Position (e.g. Owner, Manager) \_\_\_\_\_