

COMPLAINT FEEDBACK FORM

SECTION A: (Details of the Individual/Institution providing the feedback)	
i. Full Name:	
ii. Address (Not P.O. Box):	
iii. Email:	
iv. Telephone Number:	
v. Mobile Number:	
SECTION B: (Please provide Feedback on the Complaint Resolution Process)	
i. When was the Complaint made? <i>Please state the date</i>	
ii. When was the Complaint resolved? <i>Please state the date</i>	
iii. Was adequate feedback provided in the course of the complaint resolution process?	
iv. How did you find the resolution process?	<p>.....</p>

Feedback received will be reviewed ascertain the level of satisfaction with the complaint management policies and to improve these policies