

## Customer Complaint Form

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### Customer Compliant Form – used also for non-customer complaints.

Compulsory fields are marked with \*

#### 1 Your contact details (provide name of person/organisation, postal address, email address): \* all

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

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

Phone: \_\_\_\_\_ (ideally mobile phone number)

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

Pet Hotel Customer? **Y / N** **If yes;**

Pet Name (name of pet(s) residing in the Dunkeld Park Pet Hotel) \_\_\_\_\_

#### 2 What is the problem and when did it happen? \*

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3 Is this the first time you have reported this complaint? Please circle either **Y / N** \*

If not the first time, what was the previous date or previous complaint number?

Complaint Date \_\_\_\_\_. Complaint Number \_\_\_\_\_

Did you receive the response to the above complaint number? Please circle either **Y / N** \*

Are you satisfied with the previous response? If not satisfied with the response please outline why;

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**4 What do you think caused the problem?**

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**5 Have you talked to anyone about the problem? Was a Pet Hotel staff member involved?  
If so please provide their names(s).**

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**6 What would you like to happen to resolve the problem? \***

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**Signed (Person lodging the Complaint) \*** \_\_\_\_\_

**Date \*** \_\_\_\_\_