

# MPower Customer Complaint Form

## 1. Customer details

Title (Mr, Mrs, etc)  Family name (surname)  Given names

Street address  Postcode

Home telephone number  Business telephone number  Mobile telephone number

Email address (if applicable)

## 2. Details of other person, courier, airline or supplier involved in this complaint

Name

Street address  Postcode

Home telephone number  Business telephone number  Mobile telephone number

Email address (if applicable)

## 3. Details of goods or services supplied to the customer

Date of purchase or service  /  /

Description of the goods or service including make, model, type of service, purchase method, etc.

## 4. Details of what the customer complaint is

### Office use only

Complaint received by  Date received  /  /

In person   
 In writing

Action taken or required

Date action completed  /  /  Signature  X