

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 complaint:

Date complaint previously raised _____

Query reference number _____

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
- Order & supply management
- Invoicing
- Communication
- New customer supply arrangements
- Sub-retailing
- Financial arrangements
- Added-value services

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:

Position (e.g. Owner, Manager) _____