

# teQniQal Stationers & Printers Ltd.

*Dealers in stationery, books and printing services.*

Phone Number: 254 748 836 850    Email Address: teqniqal254@gmail.com

## CUSTOMER COMPLAINT FORM

*We strive to provide you with the quality and highest level of products and services at all times. If this has not been the case, or if we have not handled something to your satisfaction, please detail your concerns below and email a scanned copy of this form to [teqniqal254@gmail.com](mailto:teqniqal254@gmail.com) asap. (Please attach copies of relevant documentation if necessary)*

### 1. Customer Details

Title (MR./MRS./MISS)		Full Name	
Phone No.		Email Address	
Location of Service			

### 2. Complaint Category (tick the box which best reflects the issue)

<input type="checkbox"/>	Billing issue
<input type="checkbox"/>	Poor customer treatment
<input type="checkbox"/>	Other

### 3. Complaint Details

#### The Issue

Please tell us clearly where we failed to meet your expectations.

#### Your expectation

Please tell us what you would like to see happen to resolve your complaint or improve our service in future.

Is this the first time you have raised this concern?

Yes \_\_\_\_\_ No \_\_\_\_\_

*Thank you for your feedback. We will look into the issue within three (3) working days. In the meantime, should you have any further queries, please do not hesitate to call us on +254 748 836 850.*