

Customer Complaint Form

We strive to provide you with the highest level of service 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.

Your details

Title _____ **First name** _____ **Surname** _____
(Mr/Mrs/Ms/Miss)

Account holder's name _____ **BOLT GAS account number** _____
(if different from above) (if available)

Account address _____

Preferred contact phone number _____ **Email address** _____

I do not wish for BOLT GAS to contact me regarding any promotional or marketing activities (please tick box)

Product category

Please tick the box which best reflects the product:

Hydraulics **Industrial Filtration** **Engine Filtration**
 Ground Support **Engineering** **Projects**

Issue category

Please tick the box which best reflects the issue:

Sales **Logistics** **Finance** **Operations**
 Ground Support **Engineering** **Projects**

Please tell us clearly where we failed to meet your expectations. Add extra pages if necessary, and attach copies of relevant documents such as letters, bills, etc.

Previous contact

Where possible, please provide names and times of discussions held with BOLTGAS people:

What was the result of your discussions?

Please provide details of the outcome or further course of action:

Your expectation

Please indicate what you would like to see happen to resolve your complaint or improve our service in the future:

Signature _____ Date _____

Thank you for your valuable feedback. Please complete the form and email to norah@boltgas.com.

We will provide you with a written acknowledgment within 24hours. In the meantime, should you have any further queries whilst your complaint is being processed, please do not hesitate to contact us

For BOLTGAS use

Date received	Acknowledgement	Reply
_____	_____	_____
	Due date	Due date
	_____	_____
	Date sent	Date sent
	_____	_____
	DMS#	DMS#
	_____	_____
	Prepared by	Prepared by
	_____	_____