

**REPORT FORM
CONSUMER COMPLAINTS**

In terms of Regulation 4(3) of the Regulations Regarding Consumer Complaints, licensees and persons providing services without a licence must maintain records of all complaints and provide an annual report to the Authority on this form.

After completing this form, sign it and submit it to the Authority by no later than 31 January for the previous calendar year.

A. LICENSEE OR PERSON PROVIDING A SERVICE WITHOUT A LICENCE

Name	
Indicate whether the person is a licensee or a person providing a service without a licence	

B. CONTACT PERSON

Contact Person	
Physical Address	
Postal Address	
Telephone number(s)	
Facsimile number(s)	
Electronic mail address(es)	

C. COMPLAINTS STATISTICS

Number of complaints received	
Number of Complaints resolved within 14 days	
Number of Complaints resolved after 14 days	
Number of complaints not resolved after 14 days	
Number of complaints not resolved after 14 days, which were subsequently submitted to the Authority	
Nature of complaints most received (eg, billing, charges, service and product delivery, confidential information, customer service, service interruptions and dropped calls)	1.
	2.
	3.
Any preventative measures taken in response to complaints	
Any other relevant information	

D. COMPLAINTS SUBMITTED TO CRAN

Complainant	Nature of Complaint	Date Received	Resolution or Status

E. UNRESOLVED COMPLAINTS NOT SUBMITTED TO CRAN

Complainant	Nature of Complaint	Date Received	Resolution or Status

Signed by _____ at _____ in his/her capacity as _____, duly authorised and warranting such authority and warranting that the information provided herein is true and correct, on the _____ day of _____, 20__.

Signature

ACKNOWLEDGEMENT OF RECEIPT BY CRAN:

Name:	
Date:	
Place:	
Signature:	
