# Customer Complaint Form

*This form allows customers to register an official complaint regarding a product, service, or experience. Please provide your contact details, a clear description of the issue, and your expectations for resolution. This information helps us address your concerns promptly and effectively.*

## Customer Information

**Full Name:** {fullName}
**Email:** {email}
**Phone Number:** {phone}
**Customer ID (if applicable):** {customerId}

## Complaint Details

**Date of Incident:** {incidentDate}
**Location of Incident (Branch/Online):** {incidentLocation}
**Product/Service Involved:** {productOrService}

**Description of the Issue:**

{description}

**Steps Taken (if any) to Seek Resolution:**

{stepsTaken}

## Expected Resolution

{expectedResolution}

## Attachments

Attached Files:

{#attachments}

* {fileName}

{/attachments}

## Other Complaints Submitted

{#$ previousComplaints.length > 0}

|  |  |  |
| --- | --- | --- |
| **Date** | **Complaint Reference** | **Status** |
| {#previousComplaints}{date} | {reference} | {status}{/previousComplaints} |

{/}

{#$ previousComplaints.length == 0}

No previous complaints found.

{/}

## Additional Comments

{additionalNotes}

**Submitted On:** {submissionDate}