



Customer Complaints Form

At Eazi Telecom Ltd (also trading as Limba), we are dedicated to our customers and we always want to find out more information on how to improve our service to you. We welcome your suggestions or complaints - after all, you are our customer and are very valuable to us!

Whilst all attempts are made to deal with complaints quickly and efficiently without relying on a formal process, this may not always be possible. This procedure provides the basis and an opportunity for an action to be formally assessed.

Please fill in the details below and all your information will be taken in consideration as quickly as possible

What you need to do:

Complete this form or send us an email outlining your complaint and a possible resolution, providing as much detail as possible to letusknow@limbatelecom.com

Your Personal Details:

NAME: MISS / MS / MRS / MR			
ADDRESS:			
PHONE:	MOBILE:	HOME:	WORK:
EMAIL:			

Do you wish to speak to someone regarding this matter?

- By Phone No
 In person

Eazi Telecom Ltd trading as Limba

Suite 48, Royal Ocean Plaza,
16 – 18 Glacis Road

+350 219 00000

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Your complaint:

Tell us what happened and the nature of your complaint.

(Please attach another sheet if required)

Date of occurrence:

Name of employee/department *(if relevant)*:

In providing us with any personal details (or any other information regarding your complaint) please be aware that you are agreeing that we may hold and deal with all the information or details provided, in accordance with our terms and conditions and the Data Protection Act. Also that some or all of your data may be stored or transmitted by us through a cloud based database or system. Please see our website for details (www.limbatelecom.gi).

Signature

_____/_____/_____
Date