

## Customer Complaint Form

At Corvus Green Distribution, we are committed to providing exceptional service and addressing any concerns or feedback from our participants. Your input is invaluable in helping us improve our products and services. If you have a complaint or concern, please use this form to document the details. We appreciate your trust in us and are dedicated to resolving issues promptly and effectively to ensure your satisfaction.

### Participant Information:

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Complaint: \_\_\_\_\_

### Nature of Complaint:

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### 1. Description of Complaint:

Please provide a detailed description of your complaint, including the date, time, and any relevant individuals involved.

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### 2. Priority Level:

Low  Moderate  High  Urgent

**3. Desired Resolution:**

What is your preferred outcome or resolution for this complaint?

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**4. Supporting Documentation:**

If applicable, please attach any documents, images, or other evidence that support your complaint.

**Complaint Acknowledgment:**

Acknowledgment by Corvus Green Distribution:

**Date Acknowledged:** \_\_\_\_\_

**Acknowledged by:** \_\_\_\_\_

**Actions Taken:**

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**Date:** \_\_\_\_\_

**Description of Actions Taken:**

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**Resolution:**

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**Date:** \_\_\_\_\_

**Description of Resolution:**

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**Participant's Feedback:**

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**Are you satisfied with the resolution?**

Yes  No

**If not satisfied, please explain why:**

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**Additional Comments (if any):**

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**Participant's Signature** (if submitting in hard copy): \_\_\_\_\_

**Instructions for Submitting Complaints:**

To submit a complaint, please complete this form and follow the instructions below for submission:

**Electronic Submission:** If you prefer electronic submission, you can scan the completed form and any supporting documentation and send it via email to: [sales@downundercare.com.au](mailto:sales@downundercare.com.au)

**Paper Submission:** If you prefer to submit a physical copy of this form, please mail it to the following address:

Corvus Green Distribution  
Unit 17, 50-52 Kremzow Road.  
Brendale. QLD. 4500  
Australia.

We will promptly acknowledge your complaint upon receipt and take the necessary steps to investigate and address it. Thank you for your feedback, and we are here to assist you throughout the resolution process.