



**ON TIME WITH EXCELLENCE AND CONSISTENCY**

## complaint form

Please use this form to tell us about your complaint – so we can help you.

If you're not sure about anything – or have any difficulties filling in this form – just phone us on **06 879 4690**.

### first, please give us your details

surname		title	
first name(s)			
daytime phone		mobile	
fax		email	

### if someone is complaining on your behalf (eg a solicitor) please give us their details

their name		relationship to you	
their daytime phone		their mobile	
their fax		their email	

### please indicate the job details that this complaint may relate to

customer number <small>(REQUIRED)</small>		invoice number <small>(REQUIRED)</small>		order number <small>(OPTIONAL)</small>	
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### the kind of product or service you're complaining about

please tell us the name and type of the product or service	
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### please tell us what your complaint is about

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**time limits may apply to your complaint** – so we need to know the following dates

- When did the advice, transaction or poor service that you're complaining about take place?

day	month	year

- When did you first realise there might be a problem?

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- What do you want CNC Profile Cutting Services to do, to put things right for you?

**please give us any other details** that you think will help us understand your complaint

**make sure you have ...**

- ✓ included everything you want to tell us about your complaint
- ✓ enclosed copies of relevant documents

**now please post to ...**

CNC Profile Cutting Services  
1275 Omaha Road  
HASTINGS

**phone** 06 879 4690  
**email** [complaint@cncprocut.co.nz](mailto:complaint@cncprocut.co.nz)

**fax** 06 879 4670  
**website** [www.cncprocut.co.nz](http://www.cncprocut.co.nz)

We will use the details you give us on this form to see if we can help you with your complaint. But we may need more information from you. If we can't help you, we will always give you the chance to query anything you don't understand or agree with.