



To: Customer Care Centre
Sure South Atlantic Ltd
PO Box 2
Jamestown
St Helena Island
Tel: +290 22900
Email: service@sure.co.sh

COMPLAINTS FORM

CUSTOMER INFORMATION

Customer Name	
Customer Address	
Telephone Number/Sure Account No	
Contact Details	
Telephone/Mobile No	
Email Address	
Customer Service Class	Gov <input type="checkbox"/> Bus <input type="checkbox"/> Res <input type="checkbox"/> Dual <input type="checkbox"/>

COMPLAINT INFORMATION

Please tell us what product or service you are dissatisfied with:

Please give an account of the event or tell us what it is you are dissatisfied with in relation to that product or service:

How do you think we could improve this product or service; or how we have handled the situation:

Thank You for completing our Complaints Form; a Customer Services Representative will contact you within 2 working days with a response to this complaint.

- If you are not satisfied with the response you have received; you may request that your complaint is escalated to our Executive Team for resolution.
- If after having been escalated to our Executive Team you are not satisfied with our response; you may progress your complaint via the Chief Magistrate as stated in our service terms and conditions.

<input type="text"/>	<input type="text"/>
Customer Signature	Date

FOR OFFICE USE ONLY

<input type="text"/>	<input type="text"/>
Received by	Date