

Complaint Form

Once completed, kindly email the form to complaints@republik.africa.

Complainant Information

FULL NAME

COMPANY NAME

CONTACT NUMBER

EMAIL ADDRESS

ACCOUNT NUMBER

PREFERRED CONTACT METHOD

Phone

Email

SMS

Complaint Details

DATE OF INCIDENT

NATURE OF COMPLAINT

Product functionality

Service quality

Staff conduct

Fees or charges

System issues

Other

DETAILED DESCRIPTION OF COMPLAINT

Have you previously reported this issue?

Yes

No

IF YES, WHEN?

Supporting documents attached?☐ Yes☐ No

IF YES, PLEASE LIST

Desired Outcome

WHAT OUTCOME ARE YOU HOPING FOR?

Declaration

I confirm that the information provided above is true and accurate to the best of my knowledge.

SIGNATURE

DATE

For Official Use Only

REFERENCE NUMBER

DATE RECEIVED

RECEIVED BY

ASSIGNED TO

Acknowledgement sent?☐ Yes☐ No