

**Provinus Ltd**

**Please mail to:**  
Provinus Ltd  
1/87 Ludlam Street  
Seatoun  
Wellington 6022, New Zealand  
  
feedback@pondpaddock.nz

## **Customer Complaints Form**

Date (dd/mm/yy): \_\_\_\_\_

Customer / Company Name: \_\_\_\_\_

Address: Street: \_\_\_\_\_

Suburb: \_\_\_\_\_ City/Town: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_ @ \_\_\_\_\_

Product Details (Including Lot): \_\_\_\_\_

What is the Complaint? (please circle)

Food Safety/Foreign Matter

Spoilage

Disappointed with product

Other

Details: \_\_\_\_\_

\_\_\_\_\_

Customer kept informed: Yes      No      Copy of letter attached

Signed: \_\_\_\_\_

Note – Please attach copies of all relevant documents

Manager to complete: \_\_\_\_\_

What was the cause of the problem (circle one):

Supplier/ Contract packer    Warehousing    Transport/Distribution    Retail practices    Customer

Other: \_\_\_\_\_

Action taken to prevent further complaints: \_\_\_\_\_