



# BULLDOG WATCH

THE 'NO-NONSENSE' CONSUMER WATCHDOG

OFFERING FREE LEGAL ADVICE & SERVICES TO OUR MEMBERS IN THE FIGHT AGAINST CONSUMER EXPLOITATION

## CONSUMER COMPLAINT FORM

Please complete this form in full and submit it to us via e-mail, fax or post at:

**Website:** www.bulldogwatch.co.za ● **E-mail:** complaints@bulldogwatch.co.za ● **Fax:** 086 601 8888

**Postal Address:** Bulldog Watch, PO BOX 784989, Sandton, 2146, South Africa

The complainant must complete this form in full and provide all requested information to the best of their knowledge and ability. Please note that all personal information provided will be kept confidential and will not be shared with third parties. This form must be accompanied by the following items and information. Please submit copies of requested items only and keep originals with you. We cannot be held responsible for any items being lost or stolen.

- Scanned copies of Invoice and/or Receipt for the item and/or service in question.
- Scanned copies of Contracts and/or Agreements if applicable.
- Copies of all correspondence related to the matter (email or letters) including letter of complaint.
- Any further details which you believe to be applicable to the matter and which could assist us with getting a positive resolution to your complaint.

FOR OFFICE USE ONLY – TO BE COMPLETED BY BULLDOG WATCH REPRESENTATIVE													
Date Received:		Complaint Ref. No:						M	M	Y	Y	Y	Y
Received By:		Transferred To:											
Industry Classification of Complaint:													
Offender Type:	First Time Offence		Minor Offence		Previous Bulldog Watch Reported Offences	Yes							
	Recurring Offence		Major Offence			No							

PERSONAL DETAILS OF COMPLAINANT										
Title:		ID No. / Passport No:								
Full Name:					Surname:					
Postal Address:					Physical Address:					
			Postal Code:					Area Code:		
Cell No:					Fax No:					
Tel No. (H):	(            )				E-mail:					
Tel No. (W):	(            )				If needed, when is the best time of day to contact you?					

**COMPLAINT DETAILS *(Please provide as much information as is available to assist us in this case)***

Name Company and/or Person against whom the complaint is filed:			
Physical Address of Company and/or Person against whom the complaint is filed:			
		Area Code:	
Postal Address of Company and/or Person against whom the complaint is filed:			
		Postal Code:	
Tel No:	(        )	Fax No:	
Alt. Tel:	(        )	E-mail:	
Cell:		Website:	
Which provision of Consumer Protection Act (CPA), its regulations or code has been contravened (if known)?			
Description of your complaint:			

**COMPLAINT DETAILS (Continued)**

Please provide details of steps you have taken to try and resolve the matter on your own:		
List of documents relevant to complaint and which are attached to this form:		
What outcome do you propose and/or would you prefer for this complaint?		
Have you previously filed a complaint against this business and/or person with Bulldog Watch or any other Consumer Protection Body with regards to this case?	Yes	No
What was the outcome of the complaint?		

**PREVIOUS COMPLAINTS BY COMPLAINANT ON OTHER MATTERS (If Applicable)**

Have you previously filed a complaint against a business, product- or service provider on any other matter with Bulldog Watch or any other Consumer Protection Body?	Yes	No
If so please provide the Bulldog Watch reference number for the complaint or Name of Consumer Protection Body used:		
Name Company and/or Person against whom the complaint was filed:		
Nature of Complaint:		
Outcome of Complaint:		

By submitting this complaint and signing below you agree to the terms and conditions of Bulldog Watch with relation to all consumer complaints. You hereby also confirm that all information contained in this complaint form as well as that contained in all documents attached hereto and/or submitted with this form to substantiate this complaint is true and correct to the best of your knowledge.

Signature: \_\_\_\_\_ Place: \_\_\_\_\_ Date: \_\_\_\_\_