



COMPLAINT



NSL values your feedback because it helps us to improve our efficiency and effectiveness. NSL follows the Complaints Management Policy and is committed to ensuring that complaints are dealt with fairly, promptly and in a confidential manner.

Information of complainants

A Complaint should only be lodged if you have been unable to resolve your issue or concern informally. Complainants may be contacted and asked to provide additional information to support their complaint. Please ensure to attach any documentation that supports your complaint.

Personal details

Title Mr Mrs Ms Miss Other

Full name(s)

Current employer

Former employer

Membership #

Contact details

Current postal address

Email

Phone

Complaint details

Type of complaint Product Service People Third party Others

Details (What, where & when)

Text area for complaint details with horizontal lines.

Acknowledgement of lodged complaint

All the information provided above is true and correct to the best of my knowledge

Signature box

Date



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